

Consumer Survey 2014 Statewide Mental Health

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Number who took the survey	Response Count	Total Served FY14*	Rate of Return**
Statewide	2018	17480	11.5%
<i>Sorted by average total served</i>			
Hot Springs Counseling Center	39	257	15.2%
Carbon County Counseling Center	44	262	16.8%
Big Horn County Counseling	114	412	27.7%
Solutions for Life	48	452	10.6%
Cloud Peak Counseling	52	521	10.0%
Fremont Counseling Service	31	676	4.6%
Jackson Hole Community Counseling	97	878	11.0%
Yellowstone Behavioral Health Center	95	884	10.7%
Campbell County Behavioral Health Services	64	1087	5.9%
High Country Behavioral Health	140	1372	10.2%
Northern Wyoming Mental Health	105	1391	7.5%
Southwest Counseling Service	385	2683	14.3%
Central Wyoming Counseling Center	337	2910	11.6%
Peak Wellness Center	467	3863	12.1%
sum	2018		

Rate of Return Sorted from high to low

Big Horn County Counseling	114	412	27.7%
Carbon County Counseling Center	44	262	16.8%
Hot Springs Counseling Center	39	257	15.2%
Southwest Counseling Service	385	2683	14.3%
Peak Wellness Center	467	3863	12.1%
Central Wyoming Counseling Center	337	2910	11.6%
<i>Statewide Average</i>	<i>2018</i>	<i>17480</i>	<i>11.5%</i>
Jackson Hole Community Counseling	97	878	11.0%
Yellowstone Behavioral Health Center	95	884	10.7%
Solutions for Life	48	452	10.6%
High Country Behavioral Health	140	1372	10.2%
Cloud Peak Counseling	52	521	10.0%
Northern Wyoming Mental Health	105	1391	7.5%
Campbell County Behavioral Health Services	64	1087	5.9%
Fremont Counseling Service	31	676	4.6%

*Total Served is actual statewide via the Wyoming Client Information System (WCIS).

** Rate of Return is calculated by dividing the Response Count by the Average Total Served

Throughout document, Percent Agree is calculated without N/A.

"Waiting Room Survey" conducted May 12 - 30, 2014.

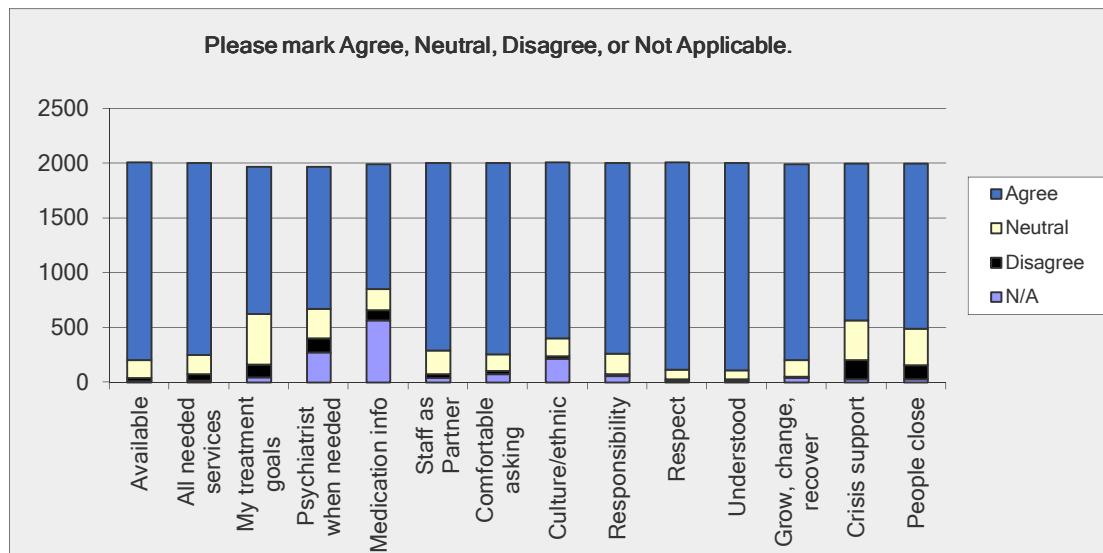
Data download 9/2/14 jj

For more information: janet.jares@wyo.gov

Consumer Survey 2014 Statewide Mental Health

Please mark Agree, Neutral, Disagree, or Not Applicable.

Answer Options	Agree	Neutral	Disagree	N/A	Response Count	Percent Agree	Count w/o N/A
Available Services were available at times that were	1810	162	29	11	2012	90.5%	2001
All needed I was able to get all of the services I thought	1757	176	54	19	2006	88.4%	1987
My I, not staff, decided my treatment goals.	1348	463	116	44	1971	70.0%	1927
Psychiatrist I was able to see a psychiatrist when I	1295	271	130	271	1967	76.4%	1696
Medication If I receive prescription medicine, staff told	1140	196	92	567	1995	79.8%	1428
Staff as I believe that staff see me as a partner in	1710	218	39	37	2004	86.9%	1967
Comfortable I felt comfortable asking questions about my	1748	150	31	75	2004	90.6%	1929
Culture/ethn Staff were sensitive to my cultural/ethnic	1605	165	21	218	2009	89.6%	1791
Responsibili Staff encouraged me to take responsibility	1742	188	19	57	2006	89.4%	1949
Respect Staff treated me with respect.	1898	87	18	8	2011	94.8%	2003
Understood Staff spoke with me in a way that I	1899	81	18	8	2006	95.0%	1998
Grow Staff here believe that I can grow, change,	1788	150	15	38	1991	91.6%	1953
Crisis In a crisis, I would have the support I need	1436	359	179	26	2000	72.7%	1974
People I have people who are close to me who	1511	334	127	27	1999	76.6%	1972
<i>answered question</i>					2018		



Percent agree calculated without N/A

Overall Satisfaction
87.2%

calculated without N/A

Overall Satisfaction does not include "In a Crisis..." or "I have people..."

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Services were available at times that were good for me.	Response Count	Count without N/A	Percent Agree
Statewide	2012		90.5%

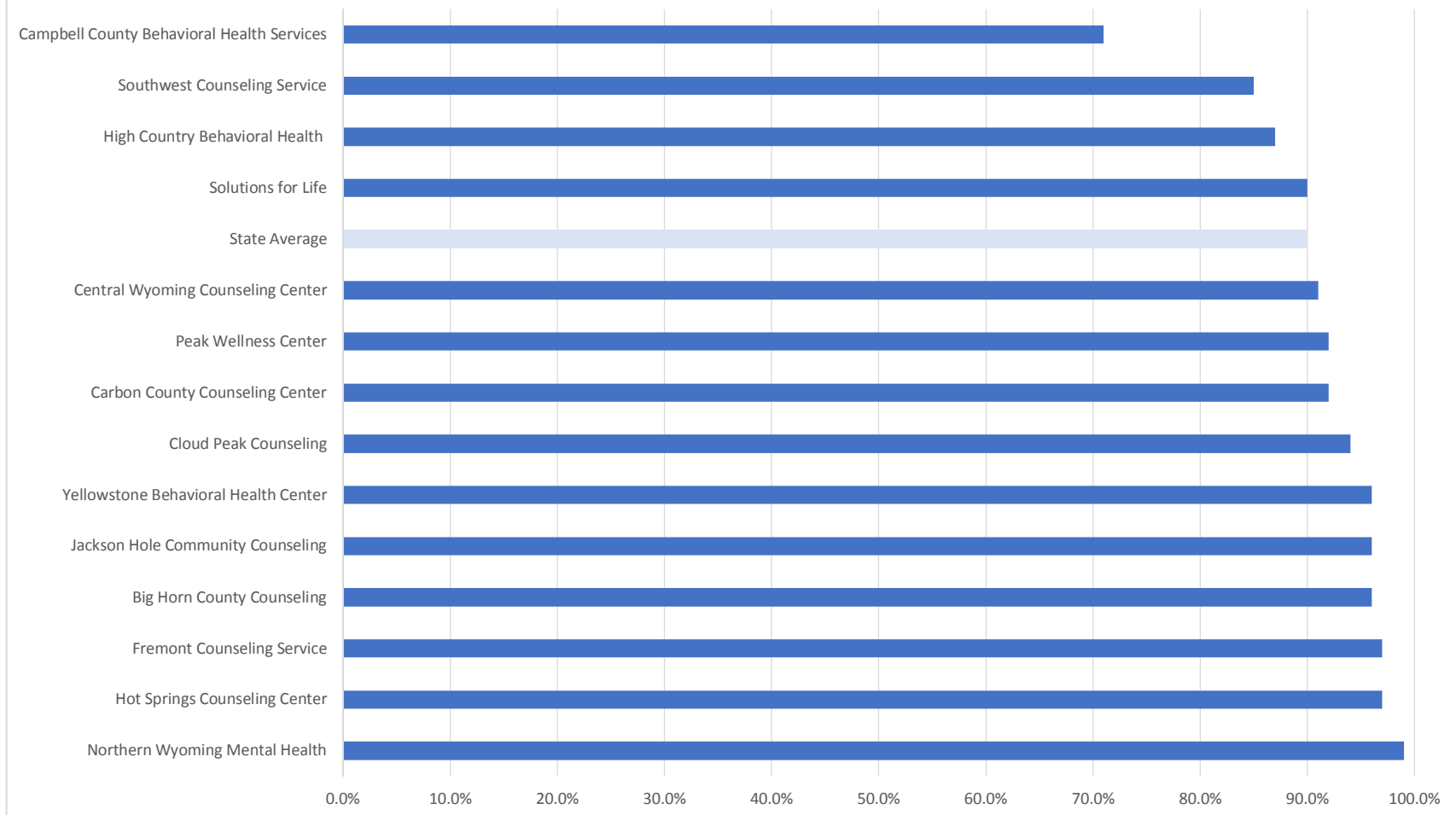
Hot Springs Counseling Center	39	39	97.0%
Carbon County Counseling Center	44	43	92.0%
Big Horn County Counseling	114	113	96.0%
Solutions for Life	48	48	90.0%
Cloud Peak Counseling	50	50	94.0%
Fremont Counseling Service	31	31	97.0%
Jackson Hole Community Counseling	97	96	96.0%
Yellowstone Behavioral Health Center	95	94	96.0%
Campbell County Behavioral Health Services	64	62	71.0%
High Country Behavioral Health	139	139	87.0%
Northern Wyoming Mental Health	105	105	99.0%
Southwest Counseling Service	385	384	85.0%
Central Wyoming Counseling Center	337	334	91.0%
Peak Wellness Center	464	463	92.0%

agency average 91.6%

Sorted from high to low

Northern Wyoming Mental Health	105	99.0%
Hot Springs Counseling Center	39	97.0%
Fremont Counseling Service	31	97.0%
Big Horn County Counseling	114	96.0%
Jackson Hole Community Counseling	97	96.0%
Yellowstone Behavioral Health Center	95	96.0%
Cloud Peak Counseling	50	94.0%
Carbon County Counseling Center	44	92.0%
Peak Wellness Center	464	92.0%
Central Wyoming Counseling Center	337	91.0%
State Average		90.0%
Solutions for Life	48	90.0%
High Country Behavioral Health	139	87.0%
Southwest Counseling Service	385	85.0%
Campbell County Behavioral Health Services	64	71.0%

Services were available at time that were good for me



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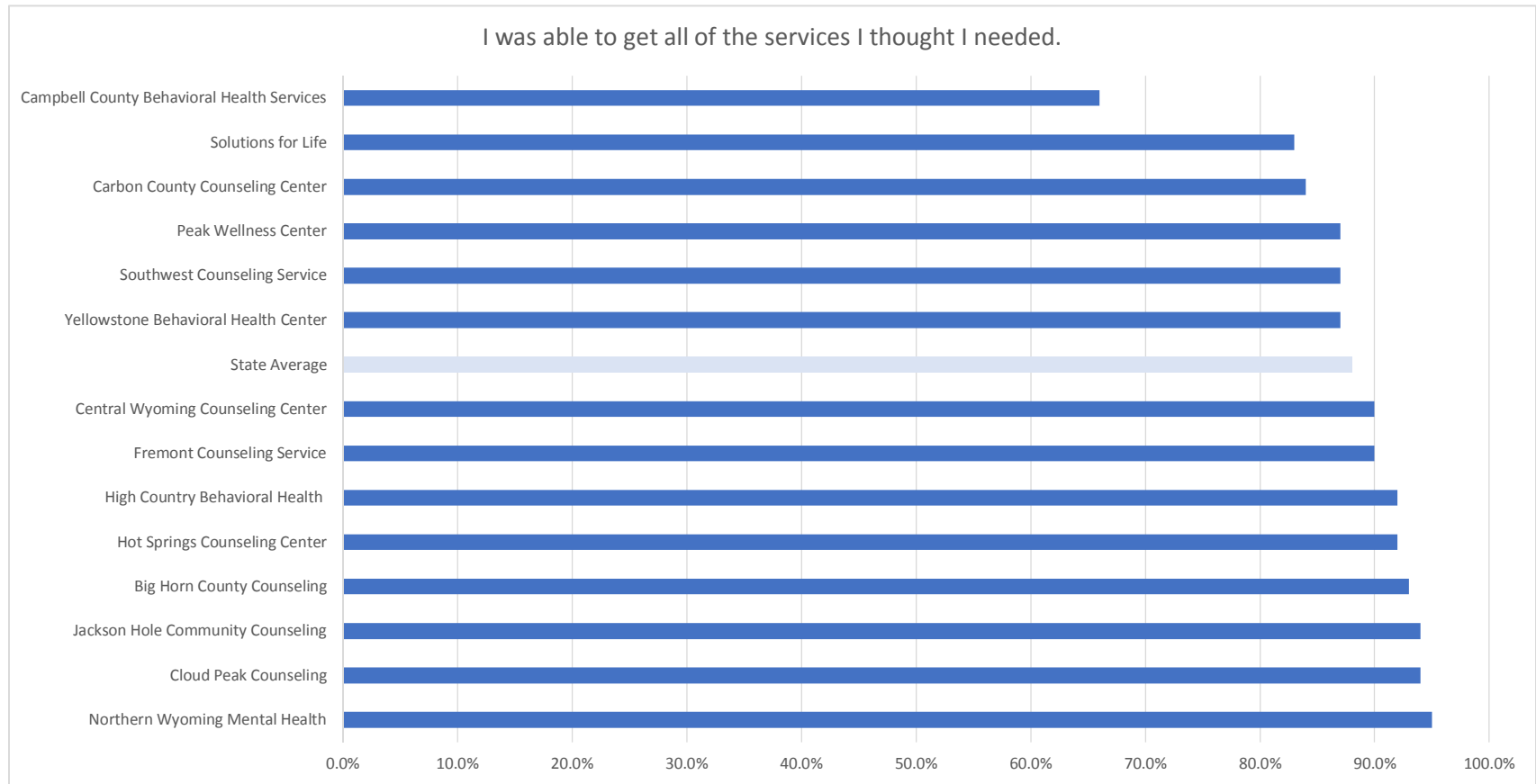
I was able to get all of the services I thought I needed.	Response Count	Count without N/A	Percent Agree
All needed	2006		88.4%

Hot Springs Counseling Center	39	38	92.0%
Carbon County Counseling Center	44	43	84.0%
Big Horn County Counseling	114	112	93.0%
Solutions for Life	48	47	83.0%
Cloud Peak Counseling	51	51	94.0%
Fremont Counseling Service	30	30	90.0%
Jackson Hole Community Counseling	96	95	94.0%
Yellowstone Behavioral Health Center	95	94	87.0%
Campbell County Behavioral Health Services	64	62	66.0%
High Country Behavioral Health	139	138	92.0%
Northern Wyoming Mental Health	104	104	95.0%
Southwest Counseling Service	382	377	87.0%
Central Wyoming Counseling Center	335	333	90.0%
Peak Wellness Center	465	463	87.0%

agency average 88.1%

Sorted high to low

Northern Wyoming Mental Health	104	95.0%
Cloud Peak Counseling	51	94.0%
Jackson Hole Community Counseling	96	94.0%
Big Horn County Counseling	114	93.0%
Hot Springs Counseling Center	39	92.0%
High Country Behavioral Health	139	92.0%
Fremont Counseling Service	30	90.0%
Central Wyoming Counseling Center	335	90.0%
State Average		88.0%
Yellowstone Behavioral Health Center	95	87.0%
Southwest Counseling Service	382	87.0%
Peak Wellness Center	465	87.0%
Carbon County Counseling Center	44	84.0%
Solutions for Life	48	83.0%
Campbell County Behavioral Health Services	64	66.0%



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I, not staff, decided my treatment goals.	Response Count	Count without N/A	Percent Agree
Goals	1971		70.0%

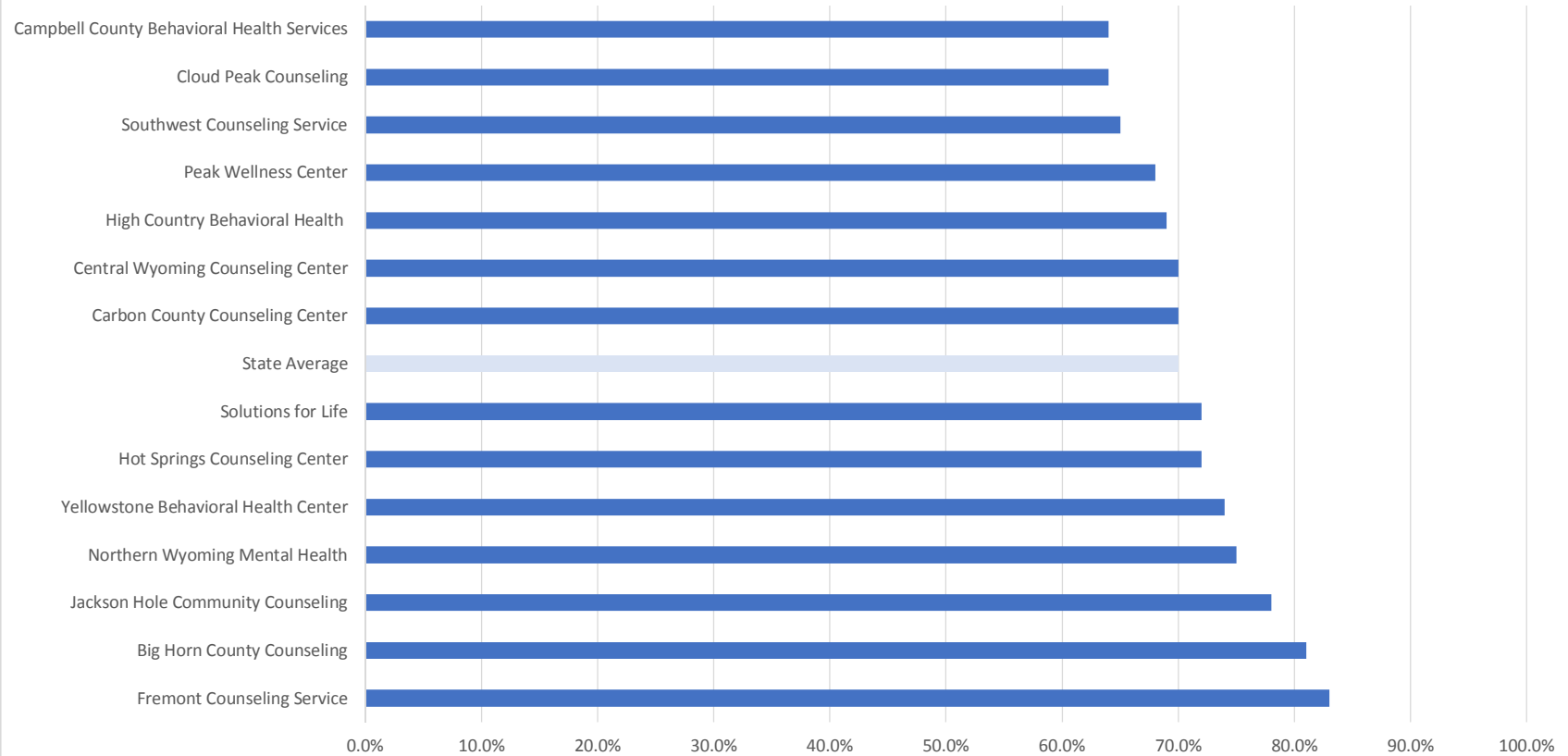
Hot Springs Counseling Center	39	36	72.0%
Carbon County Counseling Center	43	43	70.0%
Big Horn County Counseling	111	109	81.0%
Solutions for Life	48	47	72.0%
Cloud Peak Counseling	49	47	64.0%
Fremont Counseling Service	29	29	83.0%
Jackson Hole Community Counseling	92	91	78.0%
Yellowstone Behavioral Health Center	93	89	74.0%
Campbell County Behavioral Health Services	63	61	64.0%
High Country Behavioral Health	138	137	69.0%
Northern Wyoming Mental Health	102	102	75.0%
Southwest Counseling Service	376	368	65.0%
Central Wyoming Counseling Center	332	327	70.0%
Peak Wellness Center	456	441	68.0%

agency average 71.8%

Sorted high to low

Fremont Counseling Service	29	83.0%
Big Horn County Counseling	111	81.0%
Jackson Hole Community Counseling	92	78.0%
Northern Wyoming Mental Health	102	75.0%
Yellowstone Behavioral Health Center	93	74.0%
Hot Springs Counseling Center	39	72.0%
Solutions for Life	48	72.0%
State Average		70.0%
Carbon County Counseling Center	43	70.0%
Central Wyoming Counseling Center	332	70.0%
High Country Behavioral Health	138	69.0%
Peak Wellness Center	456	68.0%
Southwest Counseling Service	376	65.0%
Cloud Peak Counseling	49	64.0%
Campbell County Behavioral Health Services	63	64.0%

I, not staff, decided my treatment goals.



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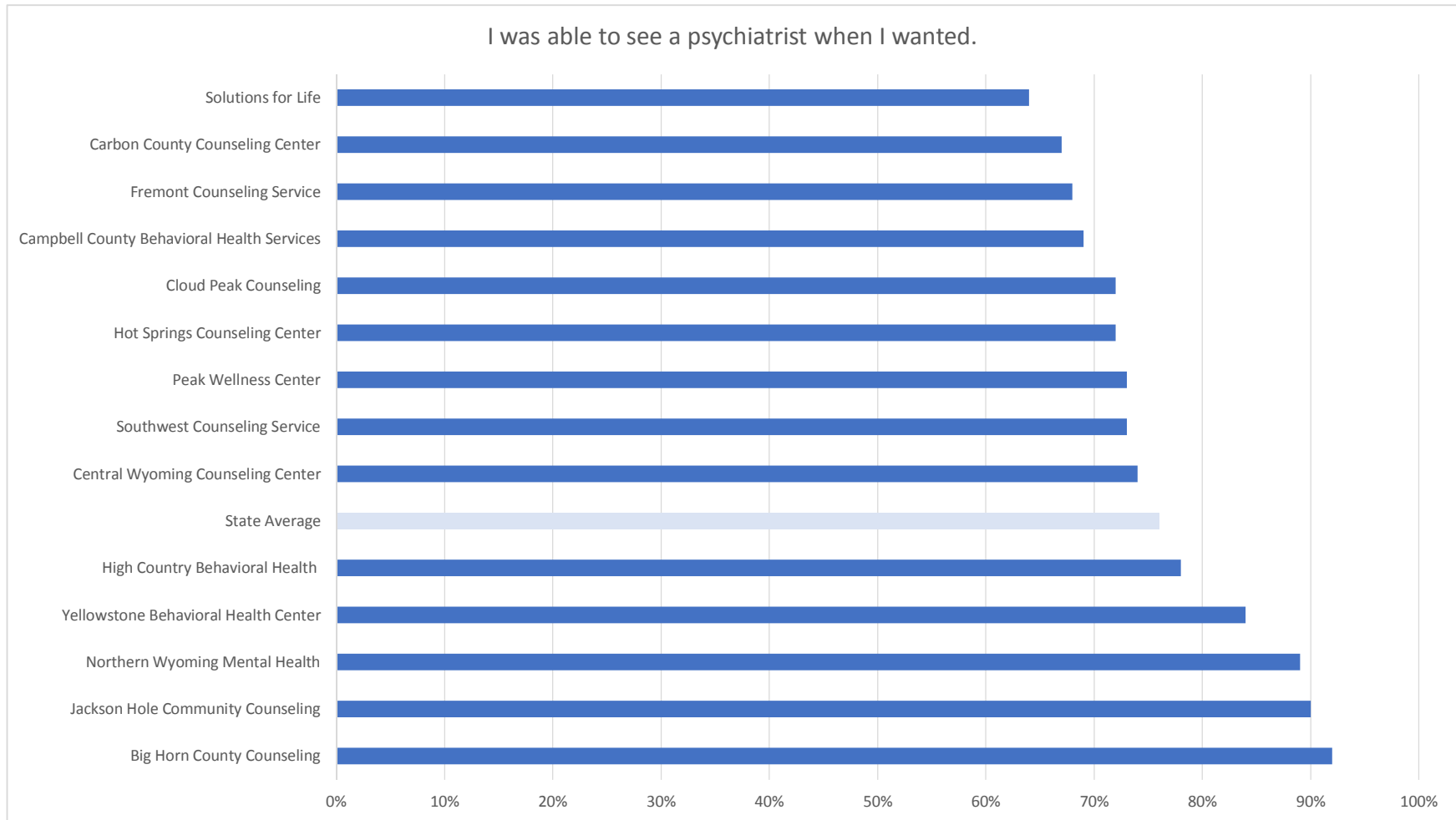
I was able to see a psychiatrist when I wanted.	Response Count	Count without N/A	Percent Agree
Psychiatrist	1967		76.4%

Hot Springs Counseling Center	39	32	72%
Carbon County Counseling Center	44	39	67%
Big Horn County Counseling	114	92	92%
Solutions for Life	48	42	64%
Cloud Peak Counseling	49	43	72%
Fremont Counseling Service	29	25	68%
Jackson Hole Community Counseling	92	70	90%
Yellowstone Behavioral Health Center	92	77	84%
Campbell County Behavioral Health Services	64	59	69%
High Country Behavioral Health	138	116	78%
Northern Wyoming Mental Health	104	90	89%
Southwest Counseling Service	373	329	73%
Central Wyoming Counseling Center	334	283	74%
Peak Wellness Center	449	399	73%

agency average 76%

Sorted high to low

Big Horn County Counseling	114	92%
Jackson Hole Community Counseling	92	90%
Northern Wyoming Mental Health	104	89%
Yellowstone Behavioral Health Center	92	84%
High Country Behavioral Health	138	78%
State Average		76%
Central Wyoming Counseling Center	334	74%
Southwest Counseling Service	373	73%
Peak Wellness Center	449	73%
Hot Springs Counseling Center	39	72%
Cloud Peak Counseling	49	72%
Campbell County Behavioral Health Services	64	69%
Fremont Counseling Service	29	68%
Carbon County Counseling Center	44	67%
Solutions for Life	48	64%



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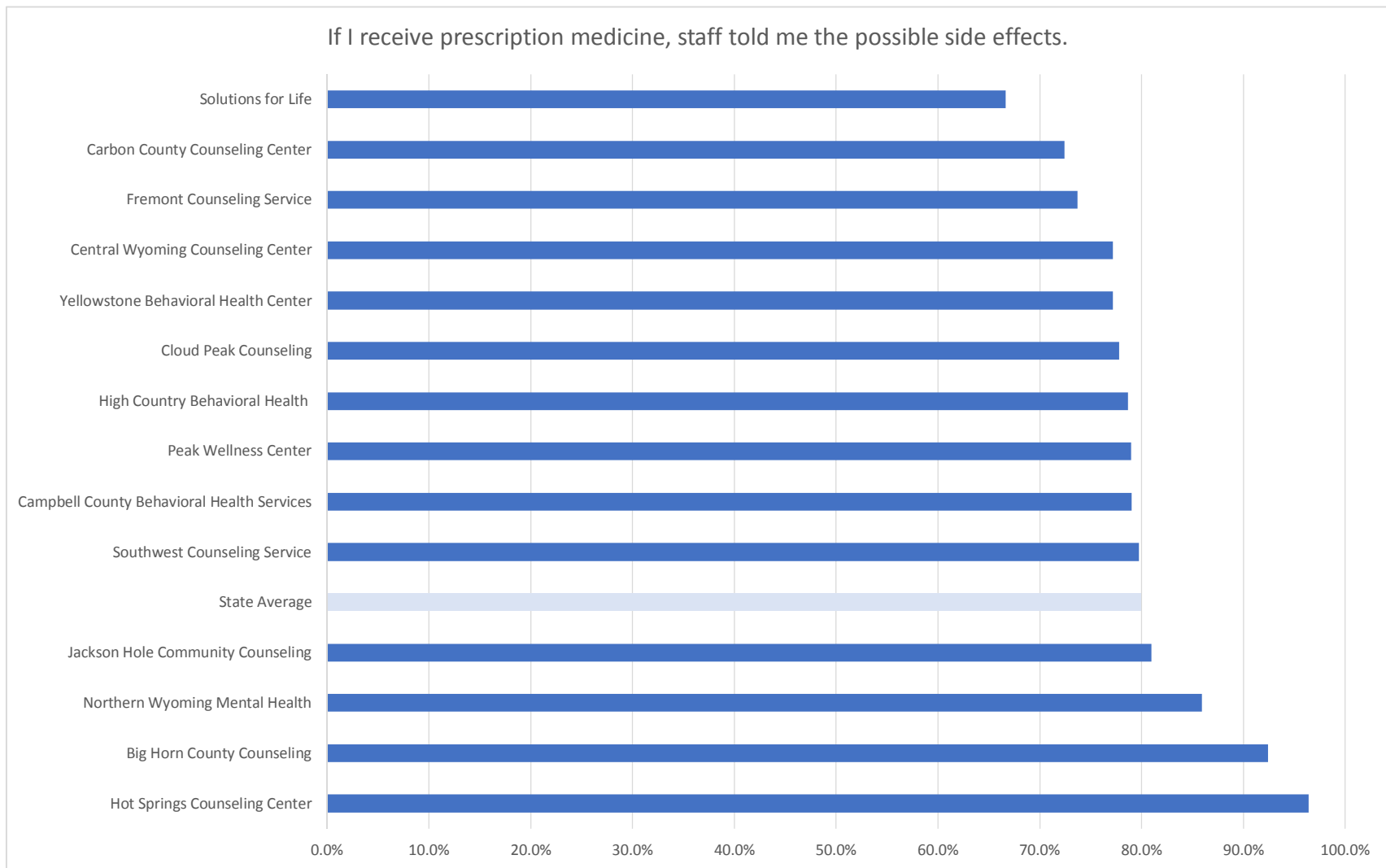
If I receive prescription medicine, staff told me the possible side effects.	Response Count	Count without N/A	Percent Agree
Medication	1995		79.8%

Hot Springs Counseling Center	38	28	96.4%
Carbon County Counseling Center	43	29	72.4%
Big Horn County Counseling	113	79	92.4%
Solutions for Life	48	24	66.7%
Cloud Peak Counseling	51	36	77.8%
Fremont Counseling Service	30	19	73.7%
Jackson Hole Community Counseling	93	63	81.0%
Yellowstone Behavioral Health Center	94	57	77.2%
Campbell County Behavioral Health Services	64	62	79.0%
High Country Behavioral Health	140	75	78.7%
Northern Wyoming Mental Health	104	78	85.9%
Southwest Counseling Service	383	276	79.7%
Central Wyoming Counseling Center	332	241	77.2%
Peak Wellness Center	462	361	78.9%

Agency Average 79.8%

Sorted high to low

Hot Springs Counseling Center	38	96.4%
Big Horn County Counseling	113	92.4%
Northern Wyoming Mental Health	104	85.9%
Jackson Hole Community Counseling	93	81.0%
State Average		80.0%
Southwest Counseling Service	383	79.7%
Campbell County Behavioral Health Services	64	79.0%
Peak Wellness Center	462	78.9%
High Country Behavioral Health	140	78.7%
Cloud Peak Counseling	51	77.8%
Yellowstone Behavioral Health Center	94	77.2%
Central Wyoming Counseling Center	332	77.2%
Fremont Counseling Service	30	73.7%
Carbon County Counseling Center	43	72.4%
Solutions for Life	48	66.7%



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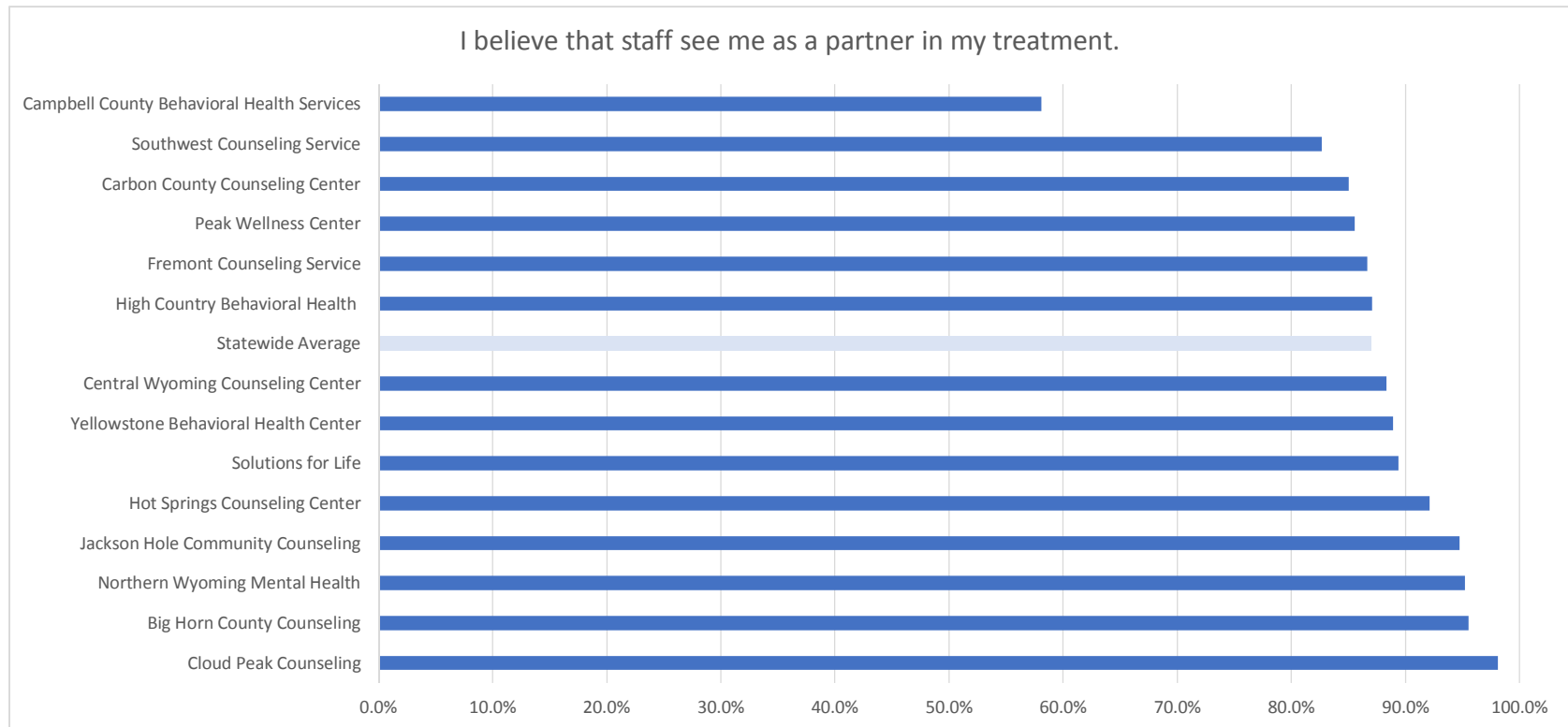
I believe that staff see me as a partner in my treatment.	Response Count	Count without N/A	Percent Agree
Staff as	2004		86.9%

Hot Springs Counseling Center	39	38	92.1%
Carbon County Counseling Center	44	40	85.0%
Big Horn County Counseling	114	112	95.5%
Solutions for Life	47	47	89.4%
Cloud Peak Counseling	52	52	98.1%
Fremont Counseling Service	30	30	86.7%
Jackson Hole Community Counseling	97	95	94.7%
Yellowstone Behavioral Health Center	92	90	88.9%
Campbell County Behavioral Health Services	64	62	58.1%
High Country Behavioral Health	140	139	87.1%
Northern Wyoming Mental Health	105	104	95.2%
Southwest Counseling Service	383	375	82.7%
Central Wyoming Counseling Center	333	326	88.3%
Peak Wellness Center	464	457	85.6%

Agency Average 87.7%

Sorted high to low

Cloud Peak Counseling	52	98.1%
Big Horn County Counseling	114	95.5%
Northern Wyoming Mental Health	105	95.2%
Jackson Hole Community Counseling	97	94.7%
Hot Springs Counseling Center	39	92.1%
Solutions for Life	47	89.4%
Yellowstone Behavioral Health Center	92	88.9%
Central Wyoming Counseling Center	333	88.3%
Statewide Average		87.0%
High Country Behavioral Health	140	87.1%
Fremont Counseling Service	30	86.7%
Peak Wellness Center	464	85.6%
Carbon County Counseling Center	44	85.0%
Southwest Counseling Service	383	82.7%
Campbell County Behavioral Health Services	64	58.1%



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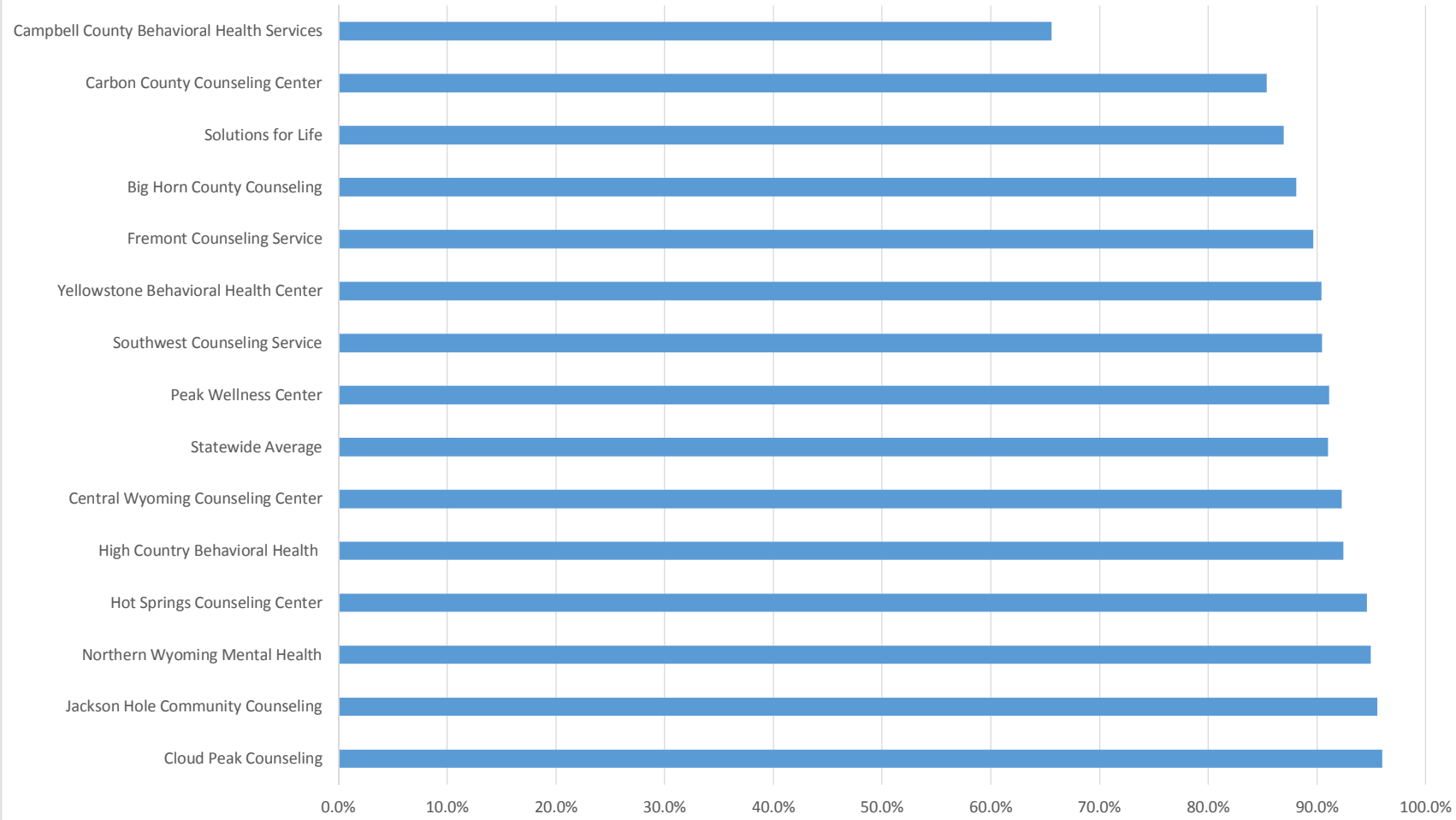
I felt comfortable asking questions about my treatment and medication.	Response Count	Count without N/A	Percent Agree
Comfortable	2004		90.6%

Hot Springs Counseling Center	39	37	94.6%
Carbon County Counseling Center	44	41	85.4%
Big Horn County Counseling	113	109	88.1%
Solutions for Life	47	46	87.0%
Cloud Peak Counseling	51	50	96.0%
Fremont Counseling Service	30	29	89.7%
Jackson Hole Community Counseling	96	90	95.6%
Yellowstone Behavioral Health Center	95	94	90.4%
Campbell County Behavioral Health Services	64	61	65.6%
High Country Behavioral Health	138	132	92.4%
Northern Wyoming Mental Health	103	99	94.9%
Southwest Counseling Service	384	368	90.5%
Central Wyoming Counseling Center	335	323	92.3%
Peak Wellness Center	465	450	91.1%
Agency average			89.5%

Sorted high to low

Cloud Peak Counseling	51	96.0%
Jackson Hole Community Counseling	96	95.6%
Northern Wyoming Mental Health	103	94.9%
Hot Springs Counseling Center	39	94.6%
High Country Behavioral Health	138	92.4%
Central Wyoming Counseling Center	335	92.3%
Statewide Average		91.0%
Peak Wellness Center	465	91.1%
Southwest Counseling Service	384	90.5%
Yellowstone Behavioral Health Center	95	90.4%
Fremont Counseling Service	30	89.7%
Big Horn County Counseling	113	88.1%
Solutions for Life	47	87.0%
Carbon County Counseling Center	44	85.4%
Campbell County Behavioral Health Services	64	65.6%

I felt comfortable asking questions about my treatment and medication.



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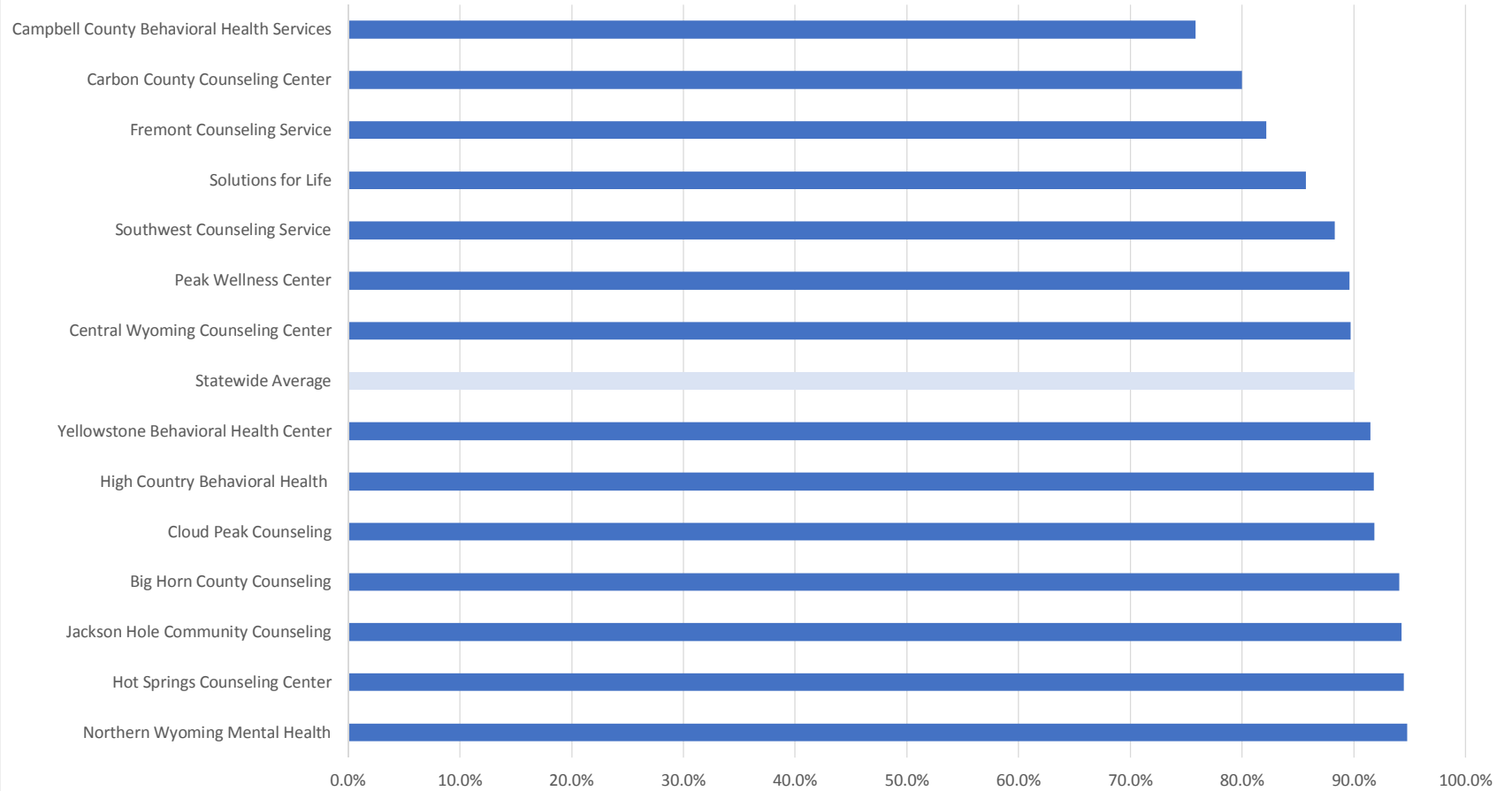
Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	Response Count	Count without N/A	Percent Agree
Culture/ethn	2009		89.6%

Hot Springs Counseling Center	39	36	94.4%
Carbon County Counseling Center	44	40	80.0%
Big Horn County Counseling	114	101	94.1%
Solutions for Life	47	42	85.7%
Cloud Peak Counseling	50	49	91.8%
Fremont Counseling Service	31	28	82.1%
Jackson Hole Community Counseling	97	87	94.3%
Yellowstone Behavioral Health Center	94	82	91.5%
Campbell County Behavioral Health Services	64	62	75.8%
High Country Behavioral Health	140	122	91.8%
Northern Wyoming Mental Health	105	96	94.8%
Southwest Counseling Service	384	341	88.3%
Central Wyoming Counseling Center	337	291	89.7%
Peak Wellness Center	463	414	89.6%
Agency Average			88.8%

Sorted high to low

Northern Wyoming Mental Health	105	94.8%
Hot Springs Counseling Center	39	94.4%
Jackson Hole Community Counseling	97	94.3%
Big Horn County Counseling	114	94.1%
Cloud Peak Counseling	50	91.8%
High Country Behavioral Health	140	91.8%
Yellowstone Behavioral Health Center	94	91.5%
Statewide Average		90.0%
Central Wyoming Counseling Center	337	89.7%
Peak Wellness Center	463	89.6%
Southwest Counseling Service	384	88.3%
Solutions for Life	47	85.7%
Fremont Counseling Service	31	82.1%
Carbon County Counseling Center	44	80.0%
Campbell County Behavioral Health Services	64	75.8%

Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)



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Staff encouraged me to take responsibility for how I live my life.	Response Count	Count without N/A	Percent Agree
Responsibili	2006		89.4%

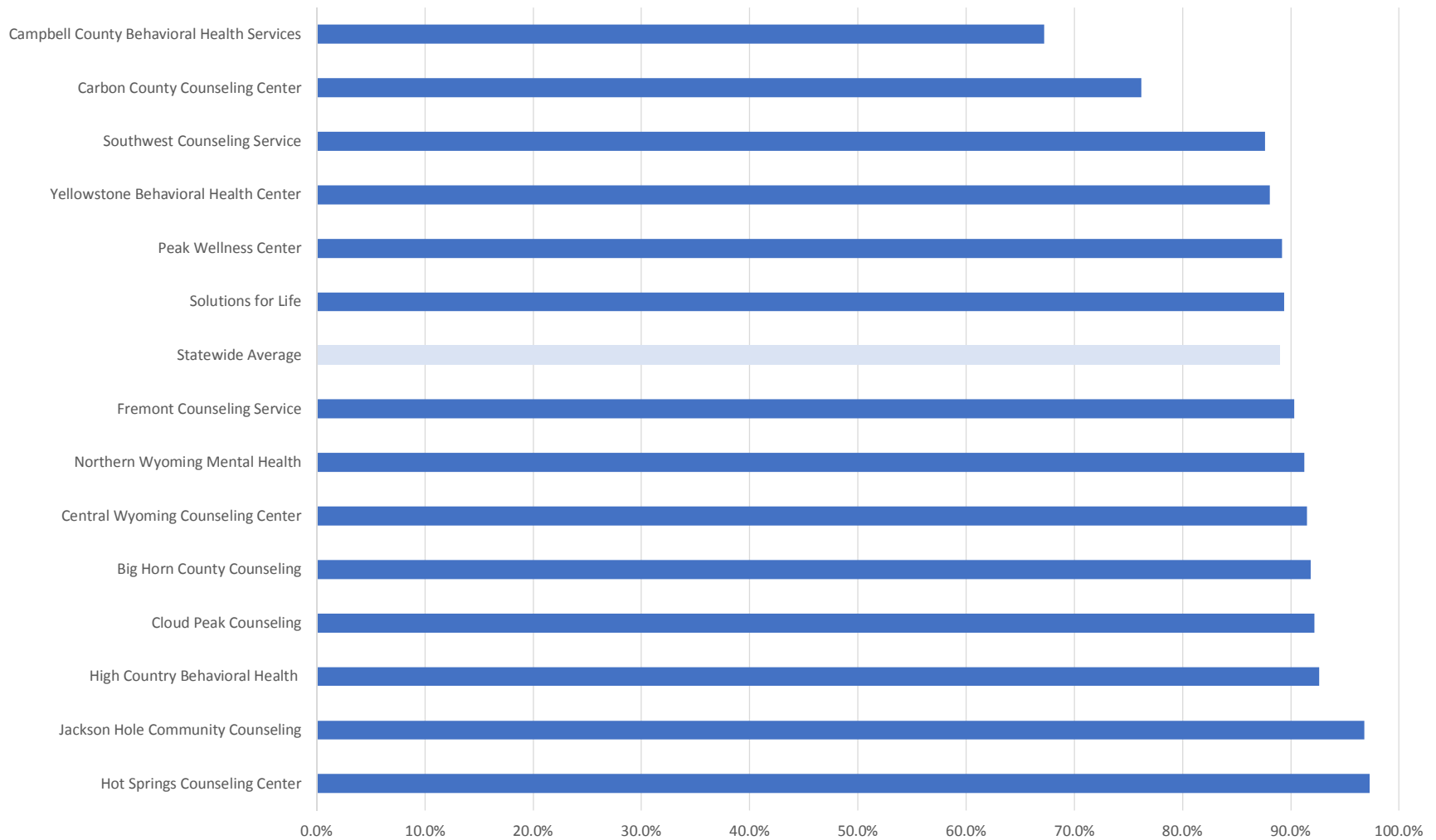
Hot Springs Counseling Center	39	37	97.3%
Carbon County Counseling Center	44	42	76.2%
Big Horn County Counseling	113	110	91.8%
Solutions for Life	47	47	89.4%
Cloud Peak Counseling	52	51	92.2%
Fremont Counseling Service	31	31	90.3%
Jackson Hole Community Counseling	95	93	96.8%
Yellowstone Behavioral Health Center	95	92	88.0%
Campbell County Behavioral Health Services	64	61	67.2%
High Country Behavioral Health	138	136	92.6%
Northern Wyoming Mental Health	104	103	91.3%
Southwest Counseling Service	384	372	87.6%
Central Wyoming Counseling Center	336	330	91.5%
Peak Wellness Center	464	444	89.2%

Agency Average 88.7%

Sorted high to low

Hot Springs Counseling Center	39	97.3%
Jackson Hole Community Counseling	95	96.8%
High Country Behavioral Health	138	92.6%
Cloud Peak Counseling	52	92.2%
Big Horn County Counseling	113	91.8%
Central Wyoming Counseling Center	336	91.5%
Northern Wyoming Mental Health	104	91.3%
Fremont Counseling Service	31	90.3%
Statewide Average		89.0%
Solutions for Life	47	89.4%
Peak Wellness Center	464	89.2%
Yellowstone Behavioral Health Center	95	88.0%
Southwest Counseling Service	384	87.6%
Carbon County Counseling Center	44	76.2%
Campbell County Behavioral Health Services	64	67.2%

Staff encouraged me to take responsibility for how I live my life.



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Staff treated me with respect.	Response Count	Count without N/A	Percent Agree
Respect	2011		94.8%

Hot Springs Counseling Center	39	39	100.0%
Carbon County Counseling Center	43	43	95.3%
Big Horn County Counseling	114	114	95.6%
Solutions for Life	47	47	95.7%
Cloud Peak Counseling	52	52	98.1%
Fremont Counseling Service	31	31	100.0%
Jackson Hole Community Counseling	97	96	97.9%
Yellowstone Behavioral Health Center	95	94	94.7%
Campbell County Behavioral Health Services	64	61	82.0%
High Country Behavioral Health	139	139	95.0%
Northern Wyoming Mental Health	105	105	99.0%
Southwest Counseling Service	385	385	94.8%
Central Wyoming Counseling Center	336	335	96.1%
Peak Wellness Center	464	462	92.2%
Agency Average			95.5%

Sorted high to low

Hot Springs Counseling Center	39	100.0%
Fremont Counseling Service	31	100.0%
Northern Wyoming Mental Health	105	99.0%
Cloud Peak Counseling	52	98.1%
Jackson Hole Community Counseling	97	97.9%
Central Wyoming Counseling Center	336	96.1%
Solutions for Life	47	95.7%
Big Horn County Counseling	114	95.6%
Statewide Average		95.0%
Carbon County Counseling Center	43	95.3%
High Country Behavioral Health	139	95.0%
Southwest Counseling Service	385	94.8%
Yellowstone Behavioral Health Center	95	94.7%
Peak Wellness Center	464	92.2%
Campbell County Behavioral Health Services	64	82.0%



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Staff spoke with me in a way that I understood.	Response Count	Count without N/A	Percent Agree
Understood	2006		95.0%

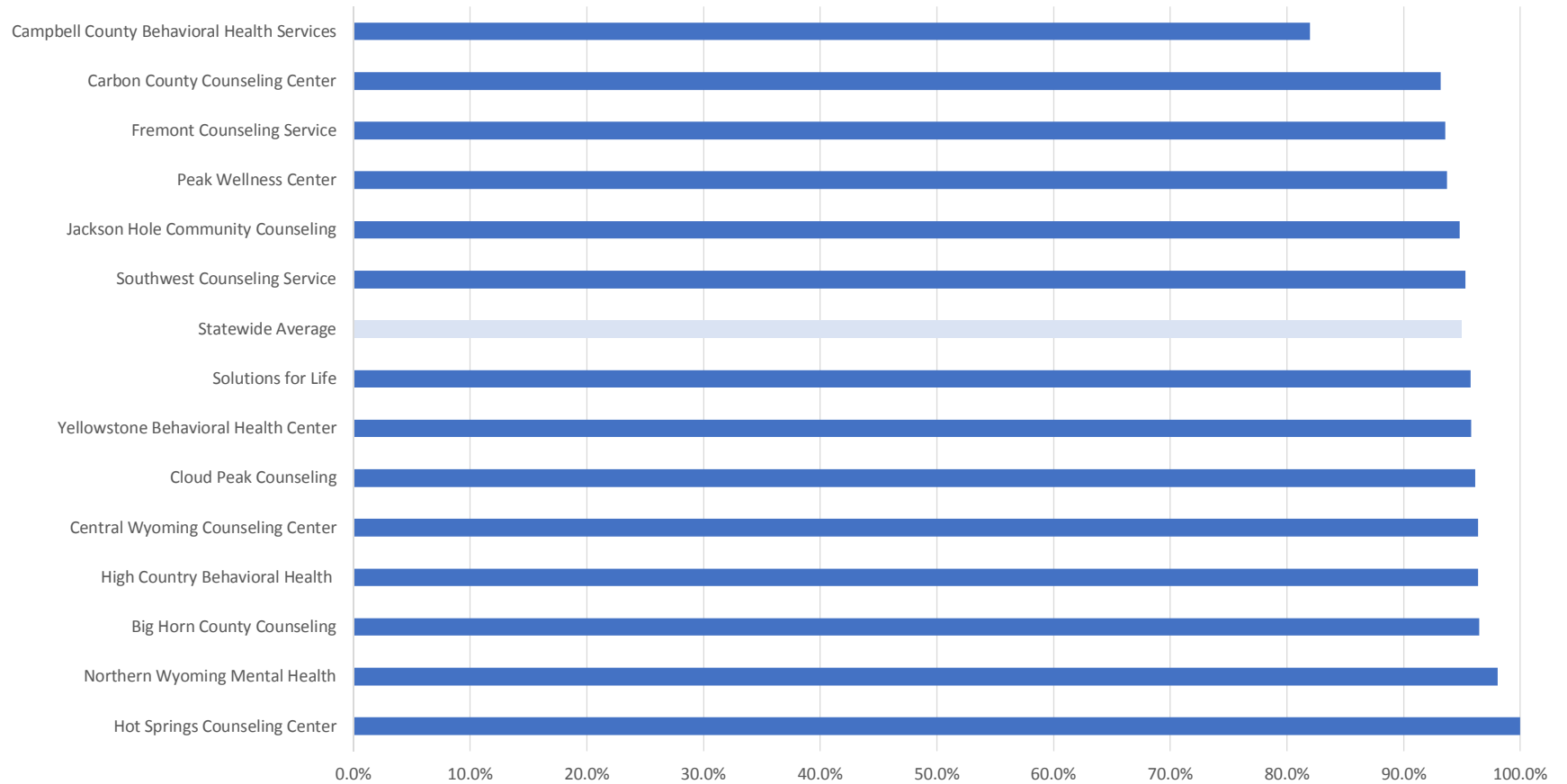
Hot Springs Counseling Center	39	39	100.0%
Carbon County Counseling Center	44	44	93.2%
Big Horn County Counseling	114	113	96.5%
Solutions for Life	47	47	95.7%
Cloud Peak Counseling	52	52	96.2%
Fremont Counseling Service	31	31	93.5%
Jackson Hole Community Counseling	97	96	94.8%
Yellowstone Behavioral Health Center	95	95	95.8%
Campbell County Behavioral Health Services	63	61	82.0%
High Country Behavioral Health	139	139	96.4%
Northern Wyoming Mental Health	104	104	98.1%
Southwest Counseling Service	385	384	95.3%
Central Wyoming Counseling Center	334	332	96.4%
Peak Wellness Center	462	461	93.7%

Agency Average 94.8%

Sorted high to low

Hot Springs Counseling Center	39	100.0%
Northern Wyoming Mental Health	104	98.1%
Big Horn County Counseling	114	96.5%
High Country Behavioral Health	139	96.4%
Central Wyoming Counseling Center	334	96.4%
Cloud Peak Counseling	52	96.2%
Yellowstone Behavioral Health Center	95	95.8%
Solutions for Life	47	95.7%
Statewide Average		95.0%
Southwest Counseling Service	385	95.3%
Jackson Hole Community Counseling	97	94.8%
Peak Wellness Center	462	93.7%
Fremont Counseling Service	31	93.5%
Carbon County Counseling Center	44	93.2%
Campbell County Behavioral Health Services	63	82.0%

Staff spoke with me in a way that I understood.



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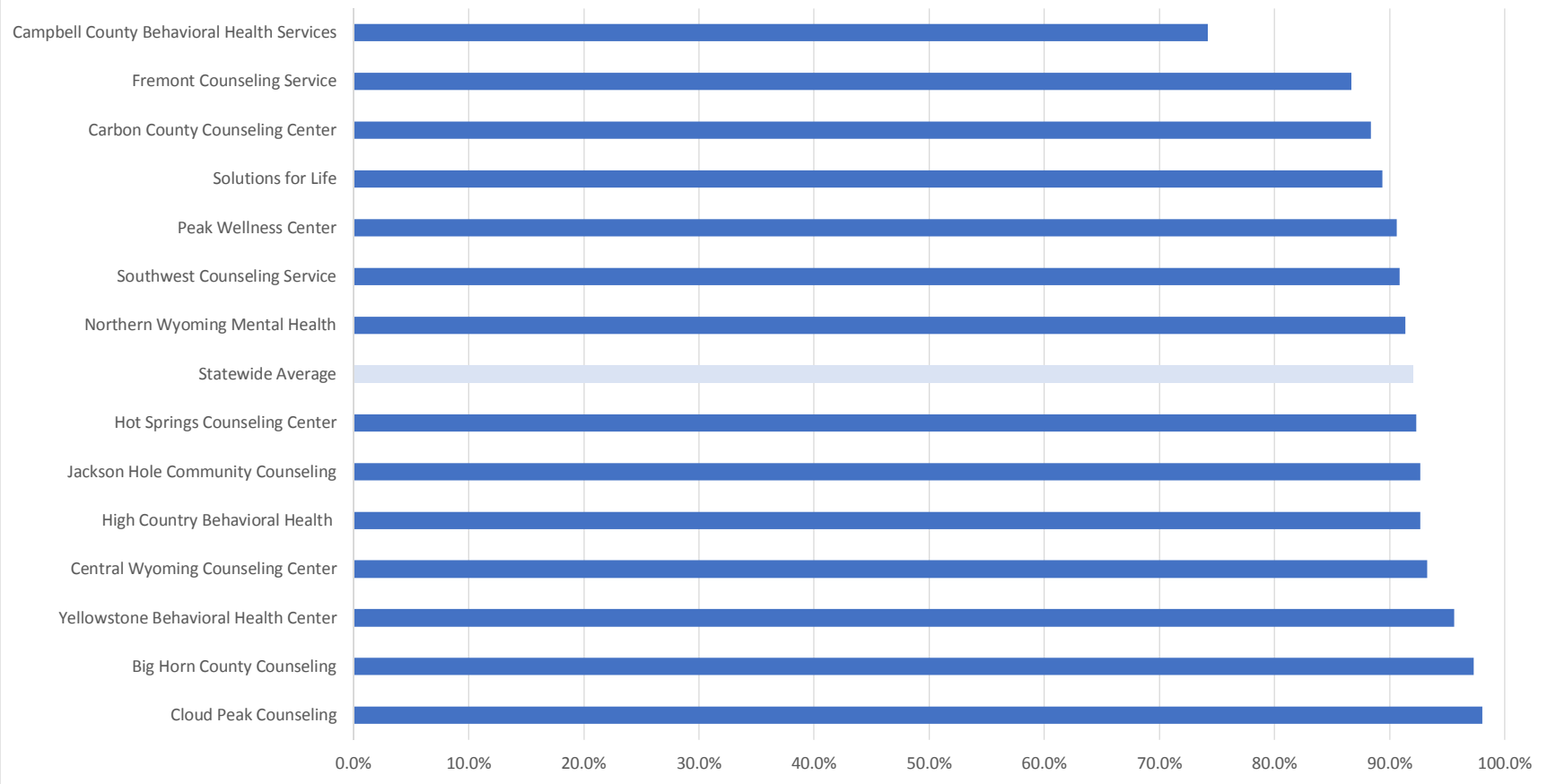
Staff here believe that I can grow, change, and recover.	Response Count	Count without N/A	Percent Agree
Grow,	1991		91.6%

Hot Springs Counseling Center	39	39	92.3%
Carbon County Counseling Center	44	43	88.4%
Big Horn County Counseling	112	111	97.3%
Solutions for Life	47	47	89.4%
Cloud Peak Counseling	51	51	98.0%
Fremont Counseling Service	30	30	86.7%
Jackson Hole Community Counseling	97	95	92.6%
Yellowstone Behavioral Health Center	95	91	95.6%
Campbell County Behavioral Health Services	64	62	74.2%
High Country Behavioral Health	137	136	92.6%
Northern Wyoming Mental Health	104	104	91.3%
Southwest Counseling Service	383	372	90.9%
Central Wyoming Counseling Center	332	326	93.3%
Peak Wellness Center	456	446	90.6%
Agency Average			90.9%

Sorted high to low

Cloud Peak Counseling	51	98.0%
Big Horn County Counseling	112	97.3%
Yellowstone Behavioral Health Center	95	95.6%
Central Wyoming Counseling Center	332	93.3%
High Country Behavioral Health	137	92.6%
Jackson Hole Community Counseling	97	92.6%
Hot Springs Counseling Center	39	92.3%
Statewide Average		92.0%
Northern Wyoming Mental Health	104	91.3%
Southwest Counseling Service	383	90.9%
Peak Wellness Center	456	90.6%
Solutions for Life	47	89.4%
Carbon County Counseling Center	44	88.4%
Fremont Counseling Service	30	86.7%
Campbell County Behavioral Health Services	64	74.2%

Staff here believe that I can grow, change, and recover.



Consumer Survey 2014 Statewide Mental Health

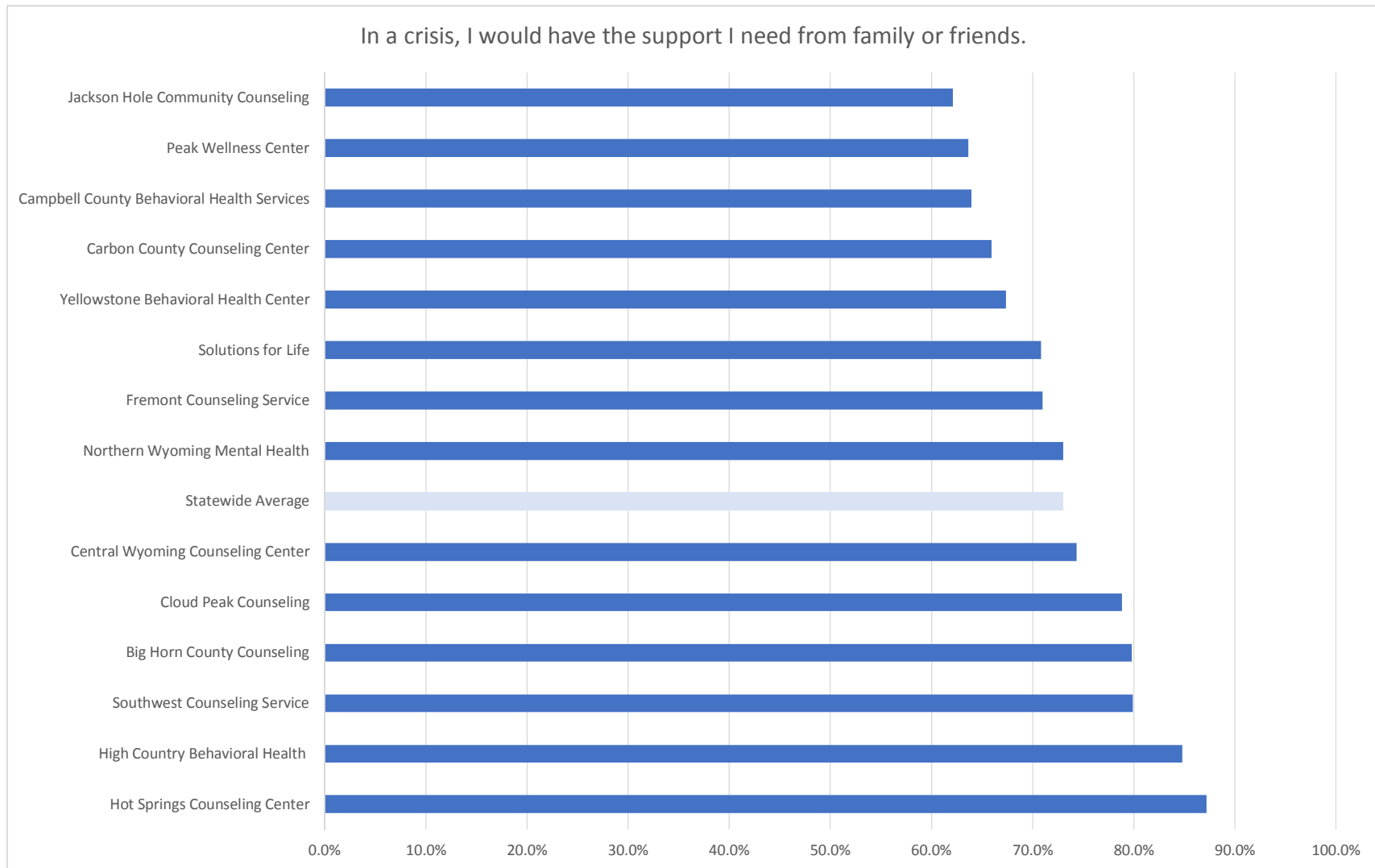
In a crisis, I would have the support I need from family or friends.	Response Count	Count without N/A	Percent Agree
Crisis	2000		72.7%

Hot Springs Counseling Center	39	39	87.2%
Carbon County Counseling Center	44	44	65.9%
Big Horn County Counseling	111	109	79.8%
Solutions for Life	48	48	70.8%
Cloud Peak Counseling	52	52	78.8%
Fremont Counseling Service	31	31	71.0%
Jackson Hole Community Counseling	96	95	62.1%
Yellowstone Behavioral Health Center	95	95	67.4%
Campbell County Behavioral Health Services	64	61	63.9%
High Country Behavioral Health	139	138	84.8%
Northern Wyoming Mental Health	103	100	73.0%
Southwest Counseling Service	385	383	79.9%
Central Wyoming Counseling Center	335	331	74.3%
Peak Wellness Center	458	448	63.6%

Agency Average 73.0%

Sorted high to low

Hot Springs Counseling Center	39	87.2%
High Country Behavioral Health	139	84.8%
Southwest Counseling Service	385	79.9%
Big Horn County Counseling	111	79.8%
Cloud Peak Counseling	52	78.8%
Central Wyoming Counseling Center	335	74.3%
Statewide Average		73.0%
Northern Wyoming Mental Health	103	73.0%
Fremont Counseling Service	31	71.0%
Solutions for Life	48	70.8%
Yellowstone Behavioral Health Center	95	67.4%
Carbon County Counseling Center	44	65.9%
Campbell County Behavioral Health Services	64	63.9%
Peak Wellness Center	458	63.6%
Jackson Hole Community Counseling	96	62.1%



Consumer Survey 2014 Statewide Mental Health

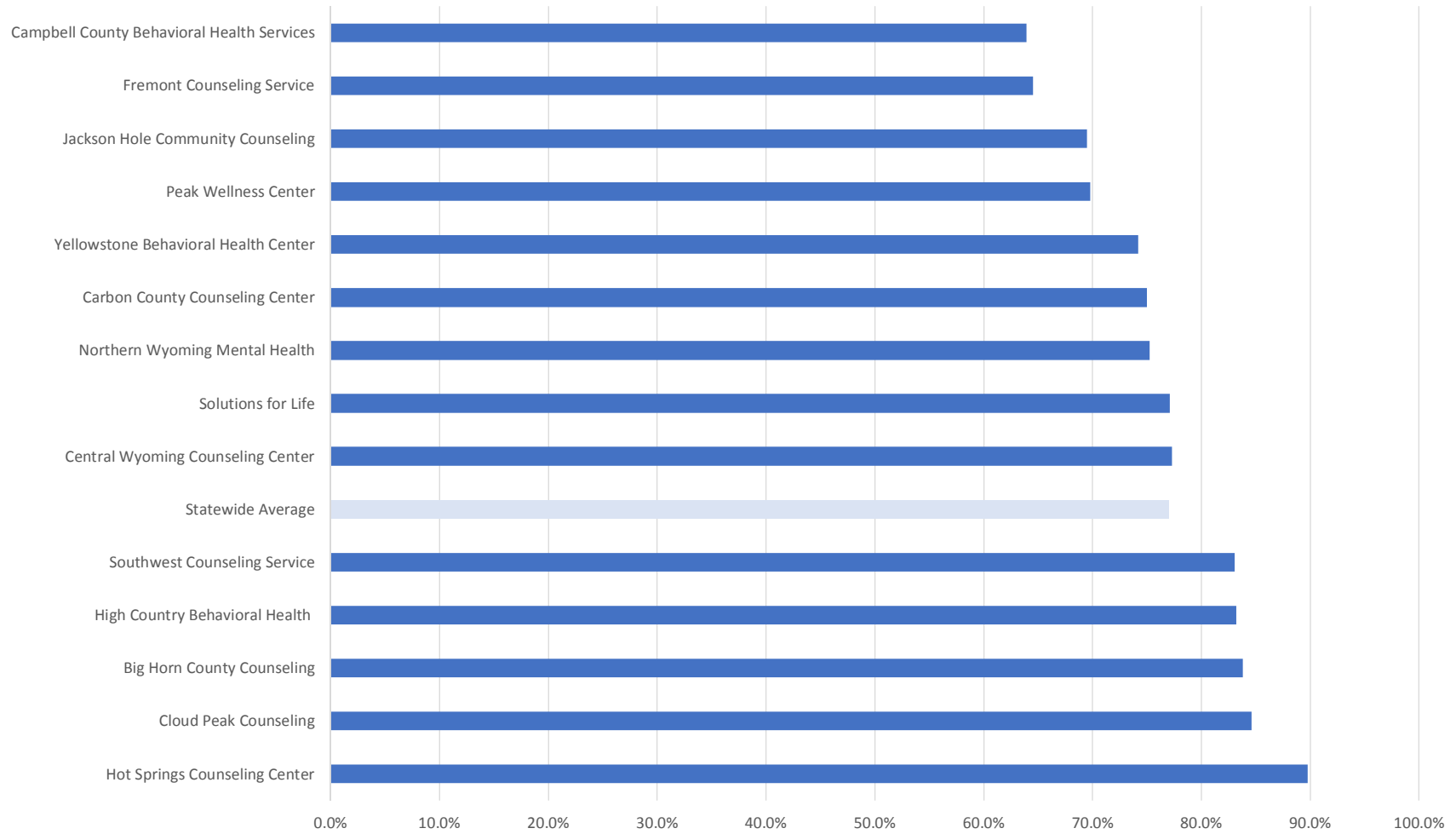
I have people who are close to me who motivate and support my wellness and recovery.	Response Count	Count without N/A	Percent Agree
People	1999		76.6%

Hot Springs Counseling Center	39	39	89.7%
Carbon County Counseling Center	44	44	75.0%
Big Horn County Counseling	113	111	83.8%
Solutions for Life	48	48	77.1%
Cloud Peak Counseling	52	52	84.6%
Fremont Counseling Service	31	31	64.5%
Jackson Hole Community Counseling	95	95	69.5%
Yellowstone Behavioral Health Center	95	93	74.2%
Campbell County Behavioral Health Services	64	61	63.9%
High Country Behavioral Health	139	137	83.2%
Northern Wyoming Mental Health	102	101	75.2%
Southwest Counseling Service	385	384	83.1%
Central Wyoming Counseling Center	333	326	77.3%
Peak Wellness Center	459	450	69.8%
Agency Average			76.5%

Sorted high to low

Hot Springs Counseling Center	39	89.7%
Cloud Peak Counseling	52	84.6%
Big Horn County Counseling	113	83.8%
High Country Behavioral Health	139	83.2%
Southwest Counseling Service	385	83.1%
Statewide Average		77.0%
Central Wyoming Counseling Center	333	77.3%
Solutions for Life	48	77.1%
Northern Wyoming Mental Health	102	75.2%
Carbon County Counseling Center	44	75.0%
Yellowstone Behavioral Health Center	95	74.2%
Peak Wellness Center	459	69.8%
Jackson Hole Community Counseling	95	69.5%
Fremont Counseling Service	31	64.5%
Campbell County Behavioral Health Services	64	63.9%

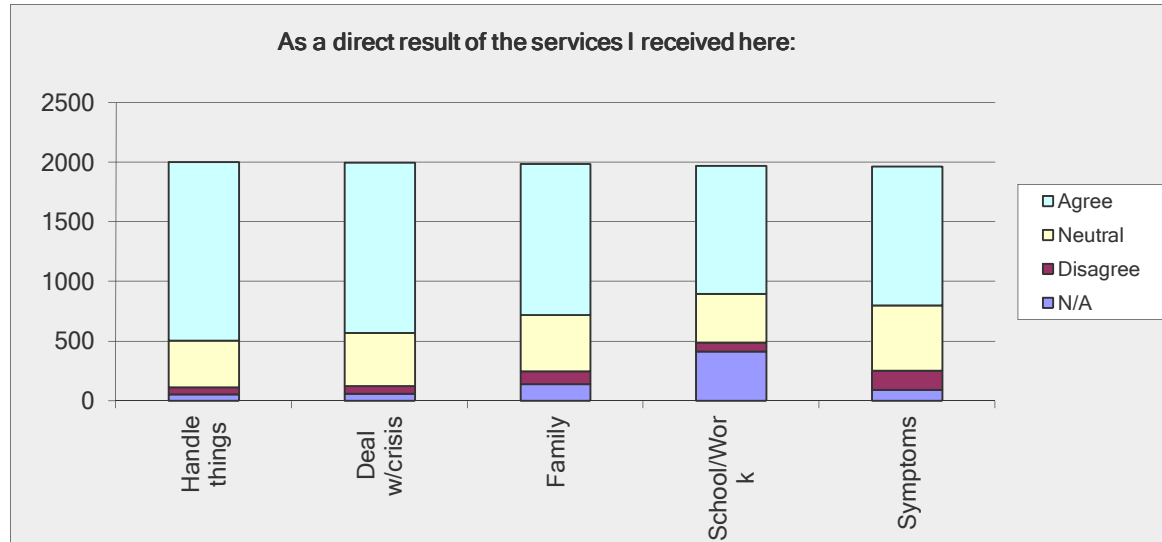
I have people who are close to me who motivate and support my wellness and recovery.



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As a direct result of the services I received here:

Answer Options		Agree	Neutral	Disagree	N/A	Response Count	Count without N/A	Percent Agree
Handle	I am better able to handle things when they	1497	394	58	54	2003	1949	76.8%
Deal	I am better able to deal with crisis.	1429	445	64	60	1998	1938	73.7%
Family	I am getting along better with my family.	1268	474	106	141	1989	1848	68.6%
School/Wor	I do better in school and/or work.	1073	408	76	416	1973	1557	68.9%
Symptoms	My symptoms are not bothering me as	1168	546	165	90	1969	1879	62.2%
<i>answered question</i>						2013		



Percent agree and score calculated without N/A

Overall Results
70.2%
calculated without N/A

Consumer Survey 2014 Statewide Mental Health

As a direct result of the services I received here:

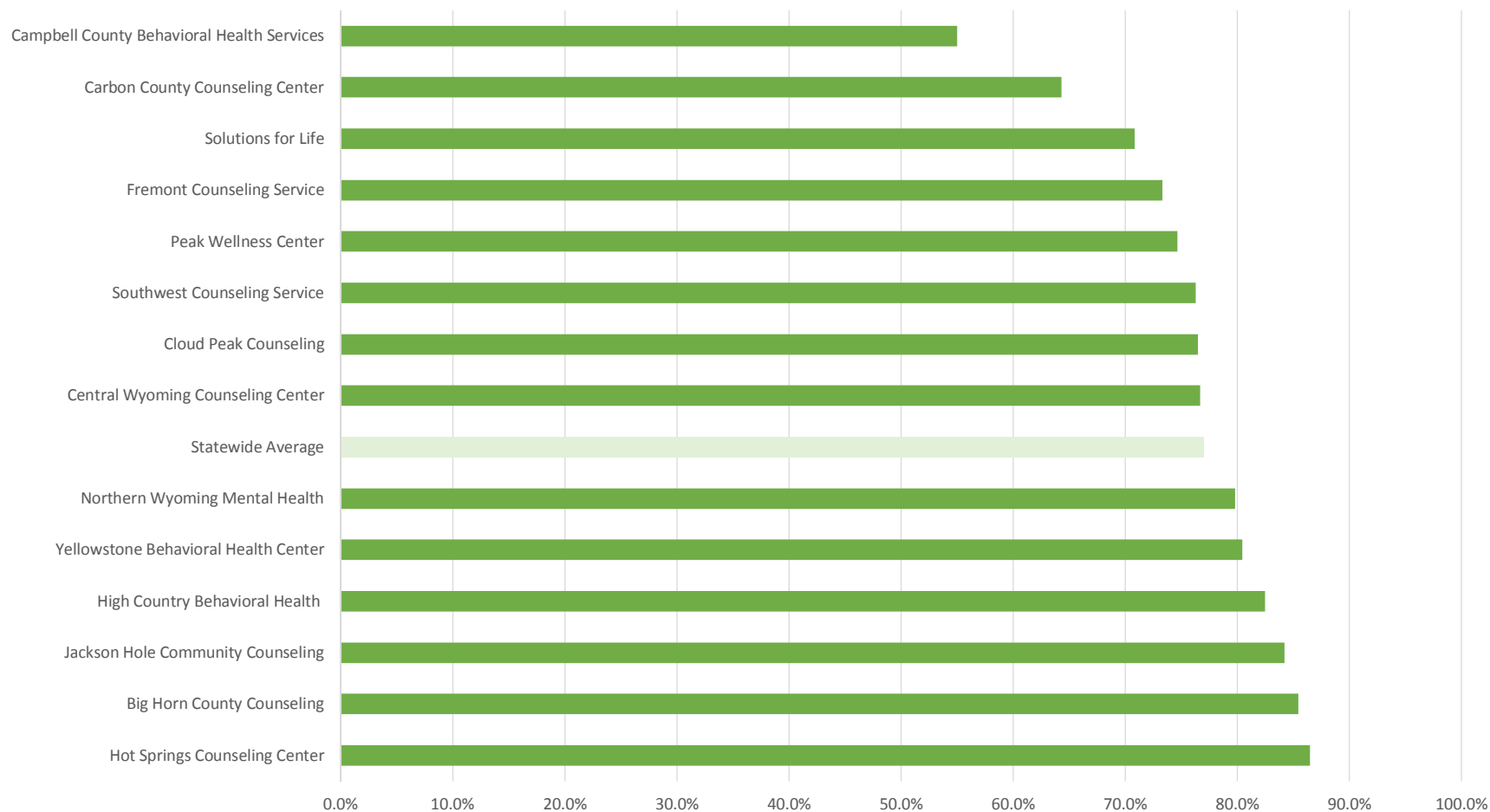
I am better able to handle things when they go wrong.	Response Count	Count without N/A	Percent Agree
Handle	2003		76.8%

Hot Springs Counseling Center	38	37	86.5%
Carbon County Counseling Center	44	42	64.3%
Big Horn County Counseling	114	110	85.5%
Solutions for Life	48	48	70.8%
Cloud Peak Counseling	52	51	76.5%
Fremont Counseling Service	30	30	73.3%
Jackson Hole Community Counseling	96	95	84.2%
Yellowstone Behavioral Health Center	95	92	80.4%
Campbell County Behavioral Health Services	64	60	55.0%
High Country Behavioral Health	137	137	82.5%
Northern Wyoming Mental Health	105	104	79.8%
Southwest Counseling Service	384	371	76.3%
Central Wyoming Counseling Center	335	326	76.7%
Peak Wellness Center	461	446	74.7%
Agency Average			76.2%

Sorted high to low

Hot Springs Counseling Center	38	86.5%
Big Horn County Counseling	114	85.5%
Jackson Hole Community Counseling	96	84.2%
High Country Behavioral Health	137	82.5%
Yellowstone Behavioral Health Center	95	80.4%
Northern Wyoming Mental Health	105	79.8%
Statewide Average		77.0%
Central Wyoming Counseling Center	335	76.7%
Cloud Peak Counseling	52	76.5%
Southwest Counseling Service	384	76.3%
Peak Wellness Center	461	74.7%
Fremont Counseling Service	30	73.3%
Solutions for Life	48	70.8%
Carbon County Counseling Center	44	64.3%
Campbell County Behavioral Health Services	64	55.0%

As a direct result of the services... I am better able to handle things when they go wrong.



Consumer Survey 2014 Statewide Mental Health

As a direct result of the services I received here:

I am better able to deal with crisis.	Response Count	Count without N/A	Percent Agree
Deal	1998		73.7%

Hot Springs Counseling Center	39	38	84.2%
Carbon County Counseling Center	44	43	60.5%
Big Horn County Counseling	113	108	76.9%
Solutions for Life	48	48	64.6%
Cloud Peak Counseling	52	51	70.6%
Fremont Counseling Service	30	30	66.7%
Jackson Hole Community Counseling	95	93	82.8%
Yellowstone Behavioral Health Center	94	86	75.6%
Campbell County Behavioral Health Services	64	59	55.9%
High Country Behavioral Health	138	137	75.9%
Northern Wyoming Mental Health	104	103	77.7%
Southwest Counseling Service	383	371	74.9%
Central Wyoming Counseling Center	335	325	74.2%
Peak Wellness Center	459	446	72.4%

Agency Average 72.3%

Sorted high to low

Hot Springs Counseling Center	39	84.2%
Jackson Hole Community Counseling	95	82.8%
Northern Wyoming Mental Health	104	77.7%
Big Horn County Counseling	113	76.9%
High Country Behavioral Health	138	75.9%
Yellowstone Behavioral Health Center	94	75.6%
Southwest Counseling Service	383	74.9%
Statewide Average		74.0%
Central Wyoming Counseling Center	335	74.2%
Peak Wellness Center	459	72.4%
Cloud Peak Counseling	52	70.6%
Fremont Counseling Service	30	66.7%
Solutions for Life	48	64.6%
Carbon County Counseling Center	44	60.5%
Campbell County Behavioral Health Services	64	55.9%



Consumer Survey 2014 Statewide Mental Health

As a direct result of the services I received here:

I am getting along better with my family.	Response Count	Count without N/A	Percent Agree
Family	1989		68.6%

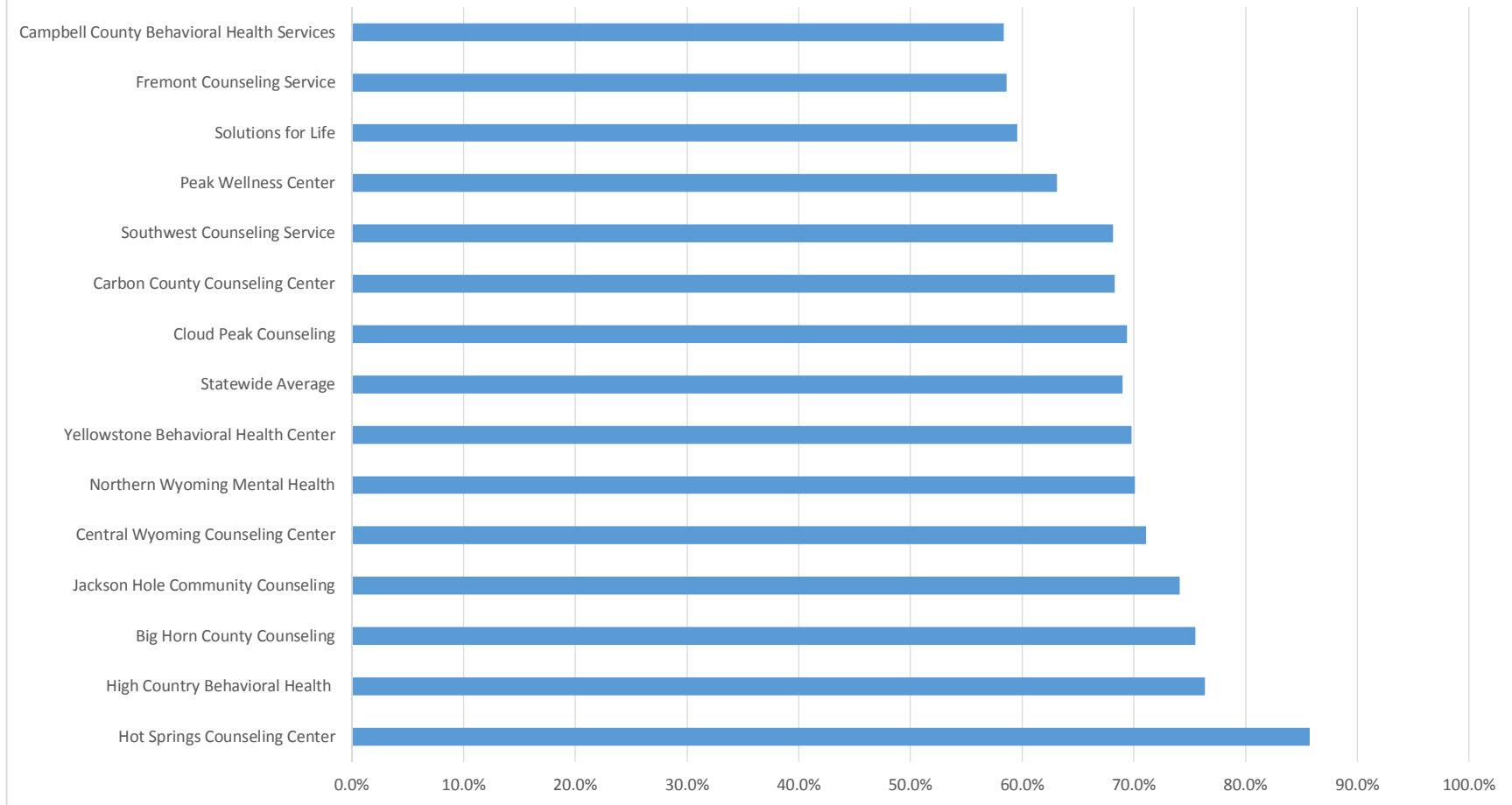
Hot Springs Counseling Center	37	35	85.7%
Carbon County Counseling Center	43	41	68.3%
Big Horn County Counseling	114	102	75.5%
Solutions for Life	48	47	59.6%
Cloud Peak Counseling	51	49	69.4%
Fremont Counseling Service	30	29	58.6%
Jackson Hole Community Counseling	96	85	74.1%
Yellowstone Behavioral Health Center	95	86	69.8%
Campbell County Behavioral Health Services	64	60	58.3%
High Country Behavioral Health	139	131	76.3%
Northern Wyoming Mental Health	103	97	70.1%
Southwest Counseling Service	381	358	68.2%
Central Wyoming Counseling Center	332	308	71.1%
Peak Wellness Center	456	420	63.1%

Agency Average 69.1%

Sorted high to low

Hot Springs Counseling Center	37	85.7%
High Country Behavioral Health	139	76.3%
Big Horn County Counseling	114	75.5%
Jackson Hole Community Counseling	96	74.1%
Central Wyoming Counseling Center	332	71.1%
Northern Wyoming Mental Health	103	70.1%
Yellowstone Behavioral Health Center	95	69.8%
Statewide Average		69.0%
Cloud Peak Counseling	51	69.4%
Carbon County Counseling Center	43	68.3%
Southwest Counseling Service	381	68.2%
Peak Wellness Center	456	63.1%
Solutions for Life	48	59.6%
Fremont Counseling Service	30	58.6%
Campbell County Behavioral Health Services	64	58.3%

As a Direct Result of the Services... I am getting along better with my family.



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As a direct result of the services I received here:

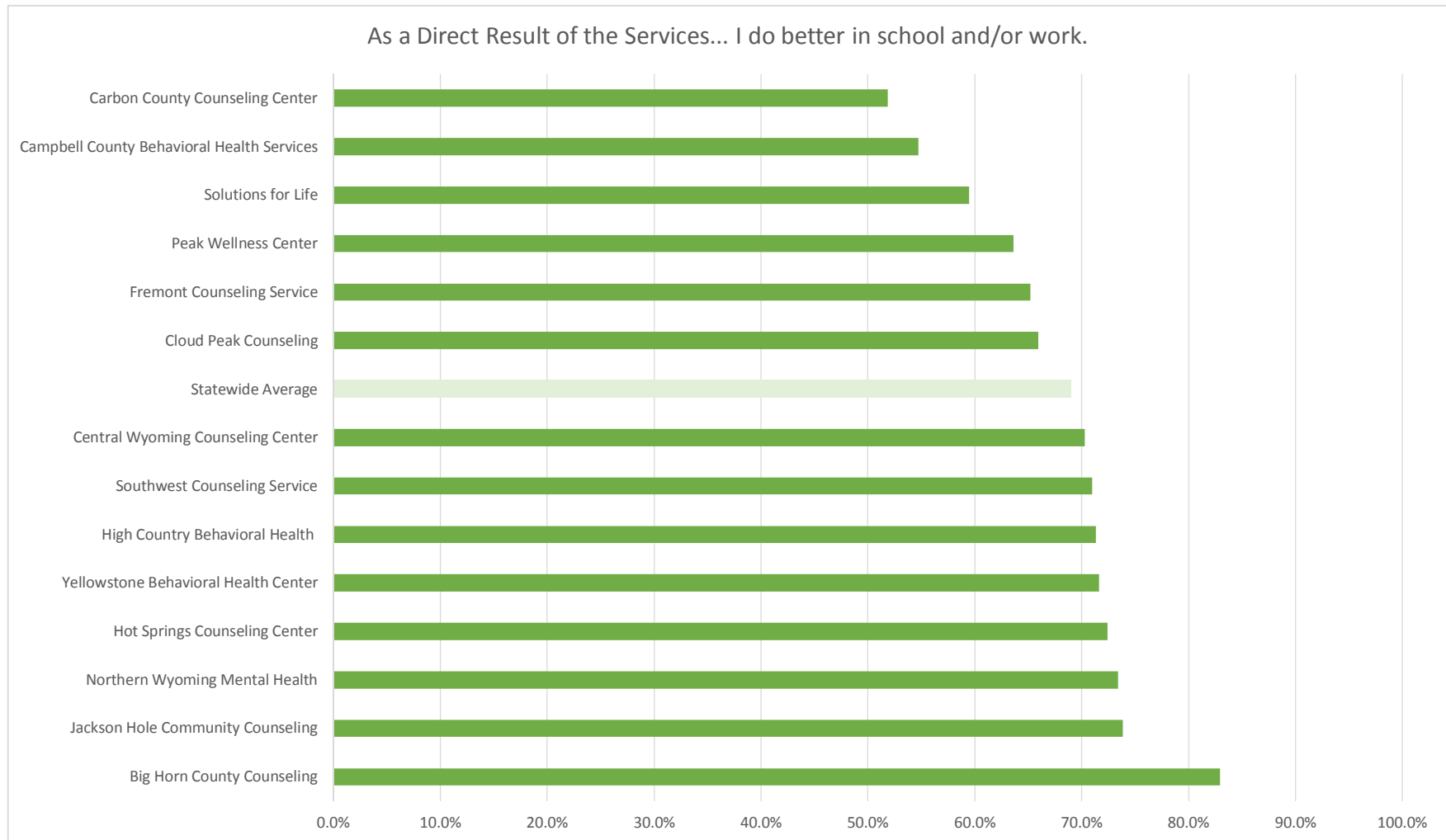
I do better in school and/or work.	Response Count	Count without N/A	Percent Agree
School/Wor	1973		68.9%

Hot Springs Counseling Center	37	29	72.4%
Carbon County Counseling Center	42	27	51.9%
Big Horn County Counseling	111	82	82.9%
Solutions for Life	48	37	59.5%
Cloud Peak Counseling	51	47	66.0%
Fremont Counseling Service	28	23	65.2%
Jackson Hole Community Counseling	96	88	73.9%
Yellowstone Behavioral Health Center	94	74	71.6%
Campbell County Behavioral Health Services	64	53	54.7%
High Country Behavioral Health	140	115	71.3%
Northern Wyoming Mental Health	105	79	73.4%
Southwest Counseling Service	378	317	71.0%
Central Wyoming Counseling Center	328	259	70.3%
Peak Wellness Center	451	327	63.6%

Agency Average 67.7%

Sorted high to low

Big Horn County Counseling	111	82.9%
Jackson Hole Community Counseling	96	73.9%
Northern Wyoming Mental Health	105	73.4%
Hot Springs Counseling Center	37	72.4%
Yellowstone Behavioral Health Center	94	71.6%
High Country Behavioral Health	140	71.3%
Southwest Counseling Service	378	71.0%
Central Wyoming Counseling Center	328	70.3%
Statewide Average		69.0%
Cloud Peak Counseling	51	66.0%
Fremont Counseling Service	28	65.2%
Peak Wellness Center	451	63.6%
Solutions for Life	48	59.5%
Campbell County Behavioral Health Services	64	54.7%
Carbon County Counseling Center	42	51.9%



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As a direct result of the services I received here:

My symptoms are not bothering me as much.	Response Count	Count without N/A	Percent Agree
Symptoms	1969		62.2%

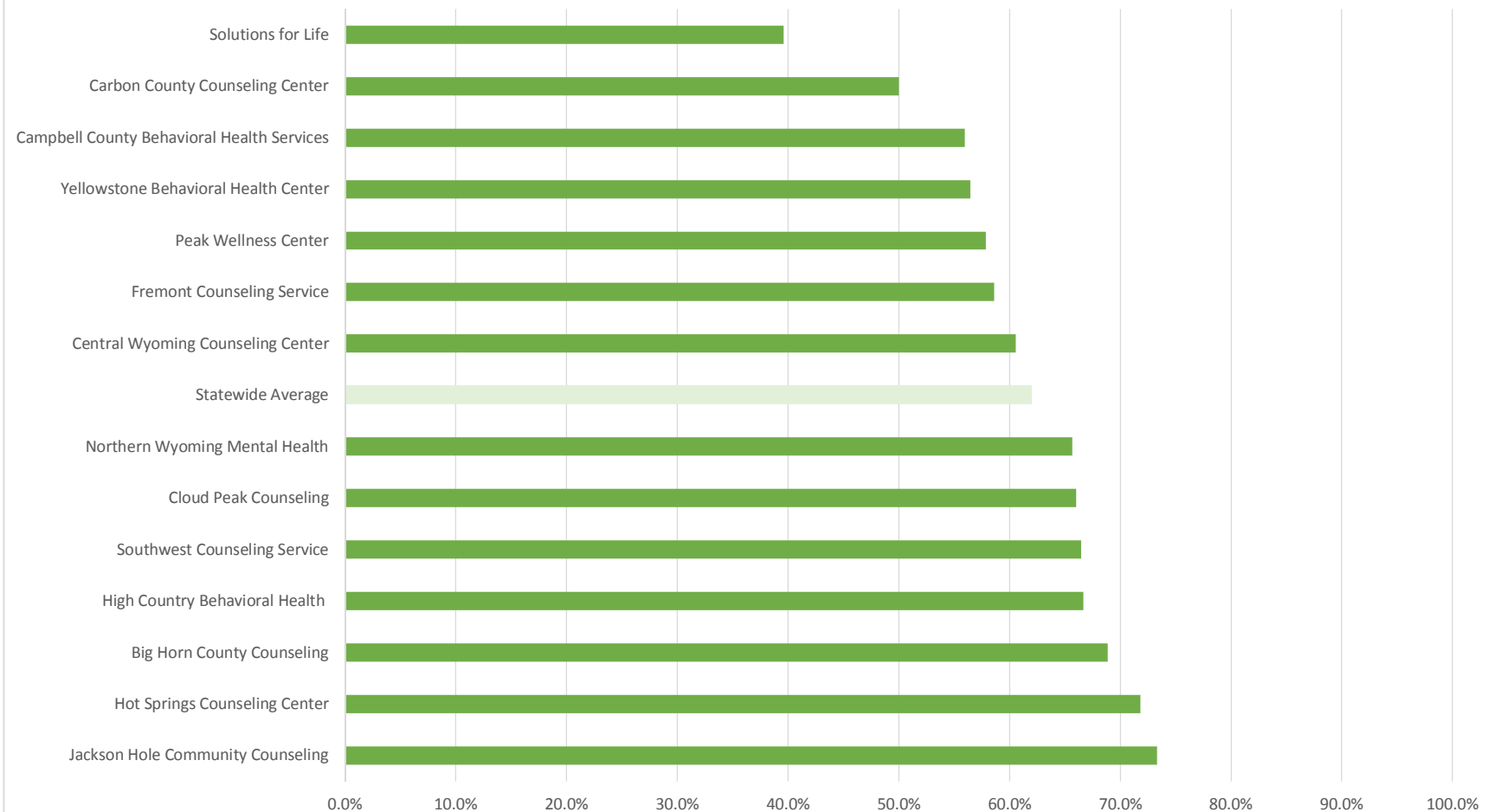
Hot Springs Counseling Center	39	39	71.8%
Carbon County Counseling Center	38	36	50.0%
Big Horn County Counseling	112	106	68.9%
Solutions for Life	48	48	39.6%
Cloud Peak Counseling	52	50	66.0%
Fremont Counseling Service	30	29	58.6%
Jackson Hole Community Counseling	95	90	73.3%
Yellowstone Behavioral Health Center	92	85	56.5%
Campbell County Behavioral Health Services	64	59	55.9%
High Country Behavioral Health	140	135	66.7%
Northern Wyoming Mental Health	102	99	65.7%
Southwest Counseling Service	379	361	66.5%
Central Wyoming Counseling Center	334	317	60.6%
Peak Wellness Center	444	425	57.9%

Agency Average 61.3%

Sorted high to low

Jackson Hole Community Counseling	95	73.3%
Hot Springs Counseling Center	39	71.8%
Big Horn County Counseling	112	68.9%
High Country Behavioral Health	140	66.7%
Southwest Counseling Service	379	66.5%
Cloud Peak Counseling	52	66.0%
Northern Wyoming Mental Health	102	65.7%
Statewide Average		62.0%
Central Wyoming Counseling Center	334	60.6%
Fremont Counseling Service	30	58.6%
Peak Wellness Center	444	57.9%
Yellowstone Behavioral Health Center	92	56.5%
Campbell County Behavioral Health Services	64	55.9%
Carbon County Counseling Center	38	50.0%
Solutions for Life	48	39.6%

As a Direct Result of the Services... My symptoms are not bothering me as much.

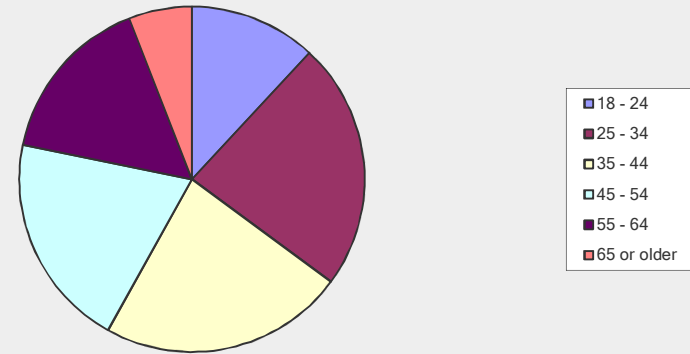


Consumer Survey 2014 Statewide Mental Health

Please check your age for statistical purposes:

Answer Options	Response Percent	Response Count
18 - 24	11.9%	216
25 - 34	23.2%	422
35 - 44	23.0%	419
45 - 54	20.1%	365
55 - 64	15.9%	290
65 or older	5.9%	107
answered question		1819
skipped question		199

Please check your age for statistical purposes:



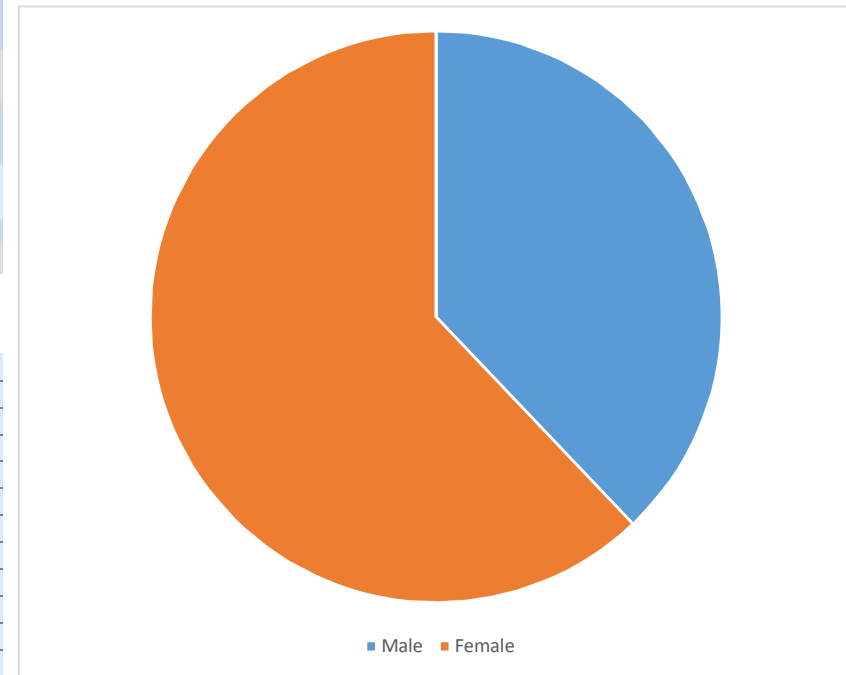
	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 or older	Number answered
Hot Springs Counseling Center	8.8%	11.8%	23.5%	17.6%	35.3%	2.9%	34
Carbon County Counseling Center	0.0%	24.3%	40.5%	18.9%	10.8%	5.4%	37
Big Horn County Counseling	4.9%	22.3%	24.3%	16.5%	18.4%	13.6%	103
Solutions for Life	8.3%	31.3%	27.1%	16.7%	14.6%	2.1%	48
Cloud Peak Counseling	16.3%	16.3%	18.6%	20.9%	20.9%	7.0%	43
Fremont Counseling Service	8.3%	20.8%	16.7%	29.2%	12.5%	12.5%	24
Jackson Hole Community Counseling	9.1%	33.0%	14.8%	26.1%	11.4%	5.7%	88
Yellowstone Behavioral Health Center	14.3%	24.3%	20.0%	17.1%	15.7%	8.6%	70
Campbell County Behavioral Health Services	21.2%	25.0%	30.8%	9.6%	9.6%	3.8%	52
High Country Behavioral Health	18.2%	25.6%	31.4%	11.6%	12.4%	0.8%	121
Northern Wyoming Mental Health	11.8%	20.0%	18.8%	21.2%	22.4%	5.9%	85
Southwest Counseling Service	15.7%	29.6%	23.0%	16.5%	11.8%	3.4%	382
Central Wyoming Counseling Center	10.7%	20.4%	24.1%	22.6%	17.9%	4.4%	319
Peak Wellness Center	9.7%	17.9%	20.3%	25.2%	17.9%	9.0%	413
Statewide	11.9%	23.2%	23.0%	20.1%	15.9%	5.9%	1819

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Gender:

Answer Options	Response Percent	Response Count
Male	37.9%	738
Female	62.1%	1211
answered question		1949
skipped question		69

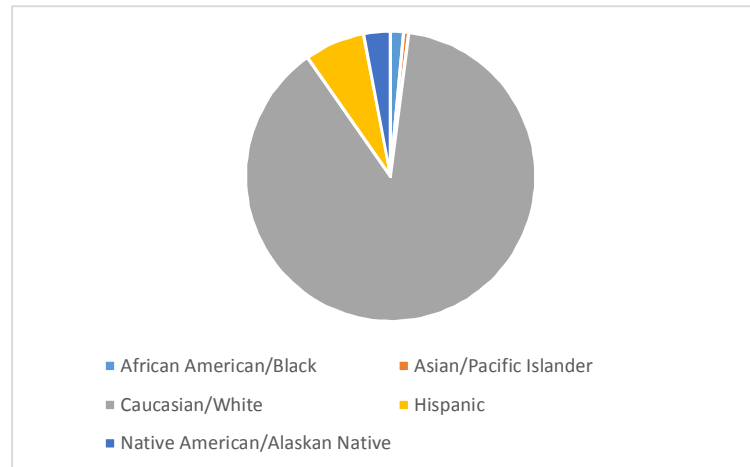
	Male	Female
Hot Springs Counseling Center	36.8%	63.2%
Carbon County Counseling Center	41.5%	58.5%
Big Horn County Counseling	30.3%	69.7%
Solutions for Life	41.7%	58.3%
Cloud Peak Counseling	42.9%	57.1%
Fremont Counseling Service	37.9%	62.1%
Jackson Hole Community Counseling	34.4%	65.6%
Yellowstone Behavioral Health Center	30.3%	69.7%
Campbell County Behavioral Health Services	47.6%	52.4%
High Country Behavioral Health	45.5%	54.5%
Northern Wyoming Mental Health	31.7%	68.3%
Southwest Counseling Service	42.3%	57.7%
Central Wyoming Counseling Center	40.1%	59.9%
Peak Wellness Center	33.1%	66.9%
Statewide	37.9%	62.1%



Consumer Survey 2014 Statewide Mental Health

Race/Ethnicity:

Answer Options	Response Percent	Response Count
African American/Black	1.5%	28
Asian/Pacific Islander	0.6%	11
Caucasian/White	91.2%	1727
Hispanic	6.9%	131
Native American/Alaskan Native	3.1%	58
answered question		1894
skipped question		124



	African American/Black	Asian/Pacific Islander	Caucasian/White	Hispanic	Native American/
Hot Springs Counseling Center	0.0%	0.0%	100.0%	0.0%	0.0%
Carbon County Counseling Center	2.4%	2.4%	87.8%	7.3%	0.0%
Big Horn County Counseling	0.0%	0.0%	95.5%	3.6%	2.7%
Solutions for Life	0.0%	0.0%	91.7%	4.2%	6.3%
Cloud Peak Counseling	2.0%	0.0%	89.8%	8.2%	0.0%
Fremont Counseling Service	3.7%	0.0%	92.6%	3.7%	7.4%
Jackson Hole Community Counseling	1.1%	1.1%	95.6%	1.1%	2.2%
Yellowstone Behavioral Health Center	0.0%	1.2%	90.5%	6.0%	2.4%
Campbell County Behavioral Health Services	0.0%	0.0%	90.2%	17.6%	2.0%
High Country Behavioral Health	0.0%	0.0%	96.9%	1.6%	3.1%
Northern Wyoming Mental Health	1.0%	0.0%	96.9%	1.0%	3.1%
Southwest Counseling Service	1.3%	1.1%	88.3%	11.4%	3.7%
Central Wyoming Counseling Center	2.2%	0.9%	94.1%	3.7%	2.5%
Peak Wellness Center	2.5%	0.2%	86.4%	10.1%	3.7%
Statewide	1.5%	0.6%	91.2%	6.9%	3.1%